

General Terms and Conditions for Consumers, July 2025

1. Conclusion of Contract

The customer's order constitutes an offer. A contract is only concluded after our acceptance. An order is only possible if all fields in the order form are completed. If information is missing or we cannot fulfill the order for other reasons, the customer will receive an error message. Supporting detailed information is provided to the customer directly during the ordering process.

Once the ordering process is complete, the customer will be informed via an info window stating: "Please complete your payment with the details in the confirmation email." This email is sent to the address provided by the customer and contains the order number, which must be indicated in the bank transfer. Once we have confirmed your payment, your goods will be shipped immediately to the customer.

2. Order Confirmation

When the order is received, the customer will be notified of receipt via the email address provided.

3. Contract Language

The official contract language is German.

4. Delivery Restrictions

The webshop is focused on EU countries. We only deliver to delivery addresses in these countries as well as the United Kingdom, Switzerland, Monaco, and Norway.

5. Webshop is NOT an Offer

The presentation of goods in the webshop does not constitute a legally binding offer. It is merely an invitation to the customer to make an offer. The customer's order constitutes an offer. A contract is only concluded after our acceptance.

Our order confirmation simultaneously serves as our acceptance of the customer's offer.

6. Prices and Shipping Costs

All prices are total prices. They include all taxes, including VAT and duties, but exclude shipping costs. They also do not include costs for delivery, assembly, or installation. Our sales prices are total prices including Austrian VAT. Upon entering the final delivery address, the correct VAT rate is applied and the price adjusted accordingly.

For delivery to a non-EU country, the consumer bears all import and export costs including any customs duties, fees, and charges.

7. Payment Methods, Due Date, Deposit

We accept the following payment methods:

Advance payment: When paying in advance, the customer commits to paying the full purchase price immediately after the contract is concluded and before delivery of the goods. Delivery occurs only after the amount has been received in our bank account.

8. Delivery Timeframe

Unless otherwise agreed, we deliver depending on the region within the days listed below after the payment has arrived in our bank account:

Austria & Southern Germany	5-10 business days
Northern Germany	6-12 business days
Southern Europe (IT, FR, ES, PT)	8-15 business days
Central Europe (SK, CZ, HU)	5-10 business days
Northern Europe (DK, EE, FI, LV, LT, SE)	9-15 business days
Ireland	8-12 business days
BENELUX (BE, LU, NL)	8-10 business days
Southeastern Europe (HR, GR, RO, BG, SI)	6-15 business days

Any differing delivery times are noted on the respective product page.

9. No Right of Withdrawal

There is no right of withdrawal for goods made to customer specifications or clearly tailored to personal needs.

10. Statutory Warranty

The provisions of the statutory warranty apply. The warranty period for delivery of movable goods is two years from acceptance of the goods.

11. Customer Service

Complaints based on statutory warranty claims or other issues can be made at the following email address: support@doorista.com.

12. Retention of Title

The goods remain our property until full payment has been received.

In case of payment default by the customer, we are entitled to enforce our rights under the retention of title. It is agreed that enforcing the retention of title does not constitute withdrawal from the contract unless we explicitly declare withdrawal.

13. Contact Details for Customer Complaints

Consumers also have the option to contact the EU online dispute resolution platform:

<https://ec.europa.eu/odr>.

You can also submit your complaint directly to us at the following email address:

support@doorista.com.

14. Characteristics of Wood

Wood is a natural product; its natural properties, deviations, and characteristics must always be taken into account. In particular, the buyer must consider its biological, physical, and chemical properties when purchasing and using it.

The range of natural color, texture, and other variations within a wood species, as well as possible resin exudation, are characteristics of the natural product wood and do not constitute grounds for complaints or liability.

15. Standards

Since our products are often manufactured according to traditional models, production methods, and plans, it is unfortunately not possible for us to manufacture products fully in compliance with applicable standards (DIN, Ö-Norm, etc.) in some areas. Thus, our products are generally not subject to valid standards but nevertheless meet current quality and technical standards.