

Service / Terms and Conditions

Order by phone: +49.211.91312894 or +49.172.2435156

By post: PIANOFIT, Schumannstr. 57, 40237 Düsseldorf

By mail: order@pianofit.de

Or simply and conveniently order using our website form www.pianofit.de

Pay by bank transfer:

After we have sent you an invoice containing the total amount and the delivery costs, you can make your transfer.

For orders from abroad, we ask you to inquire about the delivery costs beforehand. Otherwise, we will be happy to contact you if you have not taken this point into account in your transfer.

The bank account is:

Account:

Isolde Ruck

Deutsche Bank Berlin

IBAN: DE26 1007 0024 0501 4949 00

BIC: DEUTDE33HAN

Shipping within Germany:

After receipt of the payment including the shipping costs, the delivery is made after personal consultation with the production, since all models are individual customer-made (custom made).

The shipping fee for postage and packaging is € 49.00 net per individual order. For insurance reasons, shipping is only carried out by UPS. All models can be picked up directly from us at no extra charge.

Delivery outside of Germany:

Additional terms and conditions for the EU internal market outside of Germany, EFTA countries and third countries.

The costs for shipping the PIANOFIT® abroad are calculated individually and agreed with the customer. Please contact us with your intention to place an order!

VAT and customs:

EU internal market: We will invoice you for the applicable German VAT. It is already included in our catalog prices. This means that you do not have to pay the customary VAT. Customs will not be charged.

EFTA countries and third countries:

German VAT is not levied. The delivering post office charges the customary VAT rate. Taxes and duties are settled in cash upon delivery. The individual costs can be requested from us. A free return service is also available on request.

Do you have any questions about these additional terms and conditions? Please call our specialist advice. You can reach us directly on +49.211.91312894 Monday-Friday from 9:30 a.m. to 2:30 p.m., by fax at +49.211.91358427, by email to info@pianofit.de.

The place of jurisdiction is Düsseldorf, insofar as this can be agreed in a binding manner.

Product guarantee:

The PIANOFIT® guarantee is valid for 6 months from receipt of goods. Your statutory warranty claims remain unaffected.

If there are quality defects in your product despite proper use, we will arrange for a free repair or replacement at our option. The only exceptions are wearing parts or improper handling.

Simply send the defective product together with a copy of the invoice to the guarantor:

PIANOFIT

Schumannstrasse 57

40237 Düsseldorf

We take care of everything else. We are also there for you after the guarantee period!

PIANOFIT® ensures quick repairs at fair prices.

Whatever happens, give us a call!

Purchase contract**Storage:**

The contract is not saved by us and can no longer be called up after completion of the order process. However, you can print out the order data immediately after ordering. You will also receive an order confirmation by email.

Contractual partner:

When ordering via our website, the customer's contractual partner is PIANOFIT, Schumannstr. 57, 40237 Düsseldorf.

Conclusion of the contract:

After you have sent your order, we will send you an email confirming receipt of your order and listing the details. This order confirmation does not represent acceptance of your offer, but is only intended to inform you that we have received your order. The order is accepted by sending the goods or by an order confirmation.

Validity of the offer:

The prices at the time of the order apply.

Choice of law:

It is only the law of the Federal Republic of Germany. The United Nations Convention on Contracts for the International Sale of Goods (CISG) and any other intergovernmental conventions, even after their adoption into German law, do not apply. This choice of law applies to a consumer only insofar as the protection granted is not withdrawn by mandatory provisions of the law of the state in which the consumer is habitually resident.

Place of jurisdiction:

The place of jurisdiction is Düsseldorf, insofar as this can be agreed in a binding manner.

Retention of title:

The delivered goods remain our property until all claims have been paid in full.

Partial deliveries:

We are entitled to provide and invoice partial deliveries if a contract has been concluded for the delivery of several items and it is possible and reasonable for you to use the items individually in accordance with their intended purpose in accordance with the circumstances recognizable when the contract was concluded.

The obligation on our part to deliver does not apply if the ordered goods should not be available for reasons that were not foreseeable for us when the contract was concluded, we are not supplied correctly and in a timely manner despite proper congruent cover business, and we are not responsible for the lack of availability and we have informed about this immediately.

Liability for defects: The liability for defects is based on the statutory provisions. Please note that we do not accept any liability for damage caused by the protection of the supports or improper handling. The operating instructions are part of the terms and conditions.

Manufacturer guarantee:

The information on manufacturer guarantees given in fulfillment of our information obligations in accordance with Art. 246a EGBGB are not part of the contract and do not justify any claims against PIANOFIT, Schumannstr. 57, 40237 Düsseldorf.