

International B2B Terms

Terms of Sale, Delivery and Payment for Business Customers of REHA-Industriekomponenten e.K.

Version 1.1 - 11 August 2026

Im Katzentach 5, 76275 Ettlingen, Germany

1. Scope, contracting party and business-customer status

1.1 The customer's contracting party is REHA-Industriekomponenten e.K., Im Katzentach 5, 76275 Ettlingen, Germany (referred to below as "REHA-Industriekomponenten").

1.2 These International B2B Terms apply exclusively to customers acting for purposes relating to their trade, business or profession, legal entities under public law and special funds under public law (each referred to below as the "Customer"). Orders from consumers are not accepted. The person submitting an enquiry or order confirms that they are authorised to represent the Customer. A valid VAT identification number or, where no VAT identification number is issued or available in the Customer's jurisdiction, an equivalent tax identification number, company-registration number or other suitable business identifier is required for an online order. For a zero-rated intra-Community supply, the Customer must provide a valid VAT identification number issued by another EU Member State. REHA-Industriekomponenten may require additional evidence of the Customer's business status and authority to represent the Customer. If the required business identifier, business-customer status or authority to represent the Customer cannot be established sufficiently, the online order cannot be accepted.

1.3 These Terms apply to contracts for the supply of goods initiated through reha-components.com or directly by email, telephone or another channel, provided that these Terms were made available to the Customer before the contract was concluded. For telephone enquiries, the Customer receives the offer and these Terms in text form before conclusion of the contract. Sales through eBay or another third-party platform are governed only by the terms separately incorporated there.

1.4 International delivery is available only to destinations approved by REHA-Industriekomponenten after the required product, export-control, sanctions, transport and import-compliance checks. A destination displayed in an enquiry form or a product displayed on the website does not constitute a commitment to accept an order or deliver to that destination.

1.5 Terms and conditions of the Customer apply only if REHA-Industriekomponenten expressly agrees to them. Delivery without reservation or acceptance of payment does not constitute agreement to the Customer's terms.

1.6 Individual agreements and the order confirmation take precedence over these Terms. Legally relevant declarations and notices should be made in text form, especially by email, for evidentiary purposes. Their validity is not dependent on text form where the law permits another form. The special contractual right of return in the event of a defect is governed by Section 11.

2. Enquiries, offers and conclusion of contract

2.1 Product presentations, prices and availability information on the website are invitations to submit an order. They are not binding offers by REHA-Industriekomponenten unless expressly identified as binding.

2.2 Before the order button is enabled, the final checkout page must state the selected goods, condition, quantity, net product price, applicable VAT treatment and VAT amount, shipping cost, currency and total payable amount. The Customer can review and correct the order details before submission. If VAT, shipping or the total payable amount cannot be determined and displayed, a binding online order cannot be submitted; the Customer may instead request an individual quotation.

2.3 By clicking the order button labelled "Submit B2B order" or with equivalent wording, the Customer submits a binding offer to purchase the stated goods on the commercial terms and for the total payable amount shown immediately before submission. The order is transmitted only after the Customer has confirmed its business-customer status and accepted these Terms.

2.4 An automatically generated receipt confirms only that the order was received. It is not an acceptance, an order confirmation or confirmation that the goods may lawfully be supplied to the requested Customer, destination, end user or intended use.

2.5 A contract is concluded when REHA-Industriekomponenten accepts the Customer's offer by an order confirmation expressly designated as such in text form or by dispatching the goods. An automatically generated receipt, invoice, pro forma invoice or payment request does not constitute acceptance unless it expressly states that the order has been accepted. If REHA-Industriekomponenten does not accept the offer within five business days after receipt, the Customer is no longer bound by it.

2.6 An acceptance that changes the goods, condition, quantity, price, VAT, shipping cost, total payable amount, delivery arrangement or another material order term is a new offer by REHA-Industriekomponenten. A contract on the changed terms is concluded only when the Customer accepts that offer.

2.7 Availability, delivery restrictions, product compliance, export-control requirements and sanctions status are checked before acceptance. Until acceptance, REHA-Industriekomponenten may reject the order without incurring contractual liability. If the order cannot be accepted in full, a partial contract is concluded only if the Customer expressly accepts the corresponding partial offer.

2.8 The contract documents apply in the following order of precedence: individual agreements, the order confirmation including any expressly referenced destination, product or export annex, the binding checkout details recorded with the Customer's order, the binding details of the specific product description under Section 3 and these Terms.

2.9 For the purposes of these Terms, "Business day" means Monday to Friday, excluding public holidays applicable at the registered office of REHA-Industriekomponenten in Baden-Württemberg, Germany.

3. Product description, condition and inspection status

3.1 The agreed characteristics of the specific item are the expressly stated manufacturer, complete manufacturer or type number, quantity, scope of delivery, condition category, stated inspection status, expressly described defects or missing parts and any options or hardware or firmware versions individually agreed or expressly confirmed in the order confirmation. General manufacturer, series or product-family information forms part of the agreed characteristics only if it is expressly assigned to the specific item in an individual agreement or the order confirmation.

3.2 Unless already binding under Section 3.1, technical information in product texts, specification tables, data sheets or other documents serves to identify and classify the device type. It is not a guarantee and becomes an agreed characteristic of the specific item only if individually agreed or expressly confirmed as binding in the order confirmation. Otherwise, the complete manufacturer or type number confirmed under Section 3.1 determines the technical version. Before conclusion of the contract, the Customer must use reliable manufacturer documentation for that number to verify that the item has the characteristics required for the intended application.

3.3 "Used, removed from an installation" describes used goods removed from a previously installed system or corresponding equipment stock. Signs resulting from age, use, installation and removal may be present. A particular previous operating period or remaining service life is agreed only if expressly confirmed.

3.4 An electrical inspection or comprehensive operational check by REHA-Industriekomponenten is agreed only if it is expressly stated as the inspection status in the product description or order confirmation.

3.5 "New, old stock" describes goods that, to the knowledge of REHA-Industriekomponenten, are unused but originate from older stock. A current manufacturing year, original packaging or sealing, continuing manufacturer support, availability of software, updates or spare parts, or a particular shelf life or remaining service life is agreed only if expressly confirmed. Normal age- or storage-related changes to packaging or surfaces that do not impair function or safety form part of the agreed condition. Known material deviations are described for the specific product. Section 3.4 applies to the inspection status.

3.6 Product images are example images showing the offered device type and an approximately comparable condition category, not the individual item delivered. The product page identifies the image as an example image. Serial number, manufacturing date, labels, colour, packaging and normal signs of use or storage may differ. The confirmed manufacturer or type number, scope of delivery, condition category and expressly agreed characteristics are decisive.

3.7 Software, programs, parameters, datasets, passwords, stored content, licences, keys, connection accessories and documentation are included only if expressly listed. Known defects, missing parts and visible material damage are stated in the product description and form part of the agreed condition.

4. Product selection and no technical system approval

4.1 The Customer is responsible for selecting the correct complete manufacturer or type number and for determining whether the goods are suitable for its equipment and intended use. Before ordering and commissioning, the Customer must have qualified personnel verify connection requirements, compatibility and safe use or must verify them using reliable manufacturer documentation.

4.2 REHA-Industriekomponenten does not provide technical system design, replacement or compatibility verification, or approval for use in a particular installation unless this is expressly agreed as a separate service. Section 3.2 governs the binding nature of technical information. Without express confirmation, such information is neither a recommendation nor approval for a specific customer installation.

5. Prices, taxes, currency, invoicing and payment

5.1 Product prices are net prices. The final checkout separately states any legally applicable VAT, the shipping cost and the total payable amount before the Customer submits a binding online order.

5.2 The price, currency, VAT amount, shipping cost and total payable amount displayed immediately before submission form part of the Customer's order. Packaging and transport insurance are included only where expressly stated. Customs duties, import VAT, customs-clearance charges and other destination-country import costs are not included unless the checkout or order confirmation expressly states otherwise.

5.3 The Customer's business status, tax details and billing and delivery addresses are verified before the final VAT treatment is displayed. For a zero-rated intra-Community supply, a valid VAT identification number issued by another EU Member State and the other statutory evidence are mandatory, including evidence that the goods were transported to another Member State. German VAT normally applies to deliveries within Germany. An export outside the European Union may be invoiced without German VAT only where the statutory conditions and export evidence are met. Providing a business identifier or VAT identification number alone does not guarantee zero-rated treatment.

5.4 If the tax treatment cannot be verified before submission, the binding online order is unavailable. If a zero-rating later fails because the Customer provided incorrect, incomplete or late information or breached a required cooperation duty, REHA-Industriekomponenten may charge the tax legally due, provided that this does not alter mandatory rights.

5.5 The payment terms stated in the checkout or order confirmation apply. International deliveries and deliveries to new Customers are generally made against advance payment unless REHA-Industriekomponenten expressly confirms payment on invoice or another payment arrangement.

5.6 Payments are due at the agreed time without deduction. The Customer bears fees charged by its bank and intermediary banks; REHA-Industriekomponenten bears fees charged by its receiving bank unless otherwise confirmed. Statutory rules apply in the event of late payment. REHA-Industriekomponenten may withhold further deliveries if due claims remain unpaid despite a reminder or if justified doubts about the Customer's ability to perform arise after conclusion of the contract; statutory rights remain unaffected.

5.7 Invoices may be issued electronically, particularly by email. The Customer must provide an email address capable of receiving invoices and keep it current.

6. Delivery, supply reservation, force majeure and cooperation

6.1 Delivery times are estimates unless a date is expressly confirmed as binding. Notice of urgency or a production stoppage does not make a delivery date a fixed deadline unless this is expressly confirmed.

6.2 REHA-Industriekomponenten may make reasonable partial deliveries. REHA-Industriekomponenten bears additional shipping costs where the partial delivery is initiated solely by it.

6.3 If REHA-Industriekomponenten is definitively not supplied despite having concluded a timely corresponding procurement transaction and is not responsible for the failure, it may withdraw from the contract in respect of the affected goods. It will inform the Customer without undue delay and refund without undue delay any payment already received for the unavailable part.

6.4 Events outside a party's reasonable control, including natural events, war, official measures, lawful industrial action, failure of essential transport or energy infrastructure and supply-chain disruptions for which that party is not responsible, extend affected periods by a reasonable time. The affected party must inform the other party without undue delay and reasonably mitigate the effects.

6.5 If an impediment under Section 6.4 continues for more than six weeks or further performance becomes permanently unreasonable, either party may withdraw from the unperformed part of the contract. Benefits already received for that part must be returned.

6.6 Delays caused by missing, late or incorrect cooperation, documents or instructions from the Customer extend affected periods by a reasonable time. Further statutory rights remain unaffected.

7. International shipping, Incoterms®, customs, risk and transport damage

7.1 The order confirmation specifies the shipping arrangement. Where an Incoterms rule is agreed, the exact rule, named place and "Incoterms® 2020" version stated in the order confirmation govern delivery, allocation of transport costs and passing of risk to the extent addressed by that rule. The agreed rule takes precedence over inconsistent provisions of this Section 7.

7.2 If no Incoterms rule is confirmed, REHA-Industriekomponenten selects the shipping method, route and carrier at its reasonable discretion. The place of performance for the delivery obligation is the place where the goods are handed to the carrier. The risk of accidental loss or accidental deterioration passes to the Customer when the goods are handed to the freight forwarder, carrier or other person designated to perform the shipment. This also applies to direct shipment by a supplier and to partial deliveries.

7.3 Unless the order confirmation expressly assigns this role to REHA-Industriekomponenten, the Customer is the importer of record and is responsible between the parties for import clearance, import licences, local registrations, customs duties, import VAT, customs-clearance and presentation fees and other import charges. Mandatory public-law responsibility towards authorities cannot be changed by these Terms.

7.4 The Customer must provide complete and accurate information and documents reasonably required for export, transit and import, including the consignee, destination, end user and intended end use where requested. Each party remains responsible for the declarations and legal duties assigned to it by mandatory law.

7.5 Incoterms rules do not determine transfer of title, payment, defect rights, liability, governing law or jurisdiction. Those matters are governed by the remaining contract documents.

7.6 The Customer should document externally visible transport damage with the carrier on delivery and inform REHA-Industriekomponenten without undue delay. Damage not externally visible should be reported within seven calendar days after delivery. Contractual or statutory rights are lost only where and to the extent provided by the applicable law. The Customer must preserve the packaging and goods while a transport claim is being clarified and provide reasonable assistance with claims against the carrier.

8. Retention of title and security

8.1 The goods remain the property of REHA-Industriekomponenten until all claims arising from the specific contract have been paid in full, but only to the extent that retention of title is effective under the law applicable at the place where the goods are located.

8.2 While title is retained, the Customer must handle the goods with care and notify REHA-Industriekomponenten without undue delay of third-party access, seizure, damage or loss. The Customer may not pledge the goods or transfer them by way of security.

8.3 The Customer must provide reasonable cooperation with any registration or other step required to preserve the retention of title in the destination country. Where retention of title cannot be created or preserved with sufficient certainty, REHA-Industriekomponenten may make acceptance of the order conditional on advance payment or another individually agreed security.

9. Inspection and notice of defects

9.1 Where the purchase is a commercial transaction for both parties within the meaning of the German Commercial Code, Section 377 of the German Commercial Code applies. The Customer must then inspect the goods without undue delay after delivery and notify apparent defects without undue delay; hidden defects must be notified without undue delay after discovery.

9.2 Irrespective of Section 9.1, the Customer should promptly check identity, manufacturer and type number, quantity, scope of delivery, serial number and externally visible damage and should report deviations without undue delay. Rights are lost only in accordance with the applicable statutory rules.

9.3 A notice should identify the order or invoice, manufacturer and type number, serial number and the reported deviation in a comprehensible manner. Available photographs, error codes, videos or measurements must be supplied on reasonable request. A notice sent on time does not become ineffective merely because supporting material is supplied later.

9.4 The 14-day defect and notification period under Section 11 does not replace any inspection and notification required under Section 377 of the German Commercial Code. The contractual right of return is governed independently and exclusively by Section 11.

10. Defect rights and limitation periods

10.1 To the extent permitted by mandatory law, statutory claims for material defects are excluded for used goods. This exclusion does not apply to the absence of an expressly agreed characteristic, delivery of a manufacturer or type number or quantity different from that confirmed, or the cases stated in Section 10.5. The contractual right of return in the event of a defect under Section 11 remains unaffected.

10.2 For new goods, including goods in the condition category "New, old stock", claims for material defects or defects in title become time-barred twelve months after delivery. Statutory special limitation periods, mandatory rights of recourse and the cases stated in Section 10.5 remain unaffected.

10.3 Goods described as overhauled, refurbished, repaired or reconditioned are treated as used goods for these Terms and not as "New, old stock".

10.4 Where required by law, REHA-Industriekomponenten must be given an opportunity to inspect and provide subsequent performance. Work on or changes to the goods affect rights only to the extent that they caused the defect or materially impair inspection or subsequent performance.

10.5 The exclusions and shortened limitation periods in this Section 10 do not apply in cases of fraudulent concealment, intent or gross negligence, culpable injury to life, body or health, mandatory product liability or other mandatory statutory claims. Statutory rights that cannot be excluded or restricted because an express guarantee was given remain unaffected.

10.6 Claims for damages are additionally governed by Section 14.

11. Contractual 14-day right of return in the event of a defect

11.1 For goods purchased through the online shop or directly from REHA-Industriekomponenten in the condition category "Used, removed from an installation" or "New, old stock", REHA-Industriekomponenten e.K., Im Katzentach 5, 76275 Ettlingen, Germany, grants the following contractual 14-day right of return in the event of a defect. It exists only subject to this Section 11 and, at the choice of REHA-Industriekomponenten, results in replacement or a refund under Section 11.8. It does not permit a return without prior approval and is not a general right of return, exchange, cancellation or withdrawal. Independent statutory rights remain unaffected.

11.2 A defect for the purposes of this right exists where the supplied component exhibits a functional failure attributable to the component during proper testing or use within the defect and notification period and the failure was not already described as a known deviation or part of the agreed condition. An error message or malfunction of the Customer's installation alone is insufficient where it is not attributable to the supplied component. A comprehensible description of the failure is sufficient for timely notification; the Customer is not required to identify the technical cause.

11.3 The defect and notification period is 14 calendar days. It begins on the day after delivery to the Customer or a recipient designated by the Customer. The functional failure must occur within that period and the Customer must report it in text form within the same period. A successful initial start-up or interim productive use does not end the period early.

11.4 This right does not cover incorrect or duplicate orders; lack of suitability or compatibility with the Customer's installation; incorrect or missing parameterisation; programs, datasets, software, licences, passwords, hardware or firmware versions that were not agreed; faults in other system components or peripherals; normal cosmetic signs of use; a particular remaining service life; or defects or missing parts already described. It also does not cover a functional failure to the extent caused by incorrect connection or supply, impermissible operating conditions, short circuit, electrostatic discharge, moisture, contamination, other external influence or transport damage after risk passed.

11.5 The Customer must report the failure in text form within the defect and notification period, preferably by email to shop@reha-components.com. The notice must state the order or invoice, complete manufacturer or type number,

serial number or another unique identifier assigned by REHA-Industriekomponenten, a comprehensible description of the failure and photographs of the REHA tamper-evident seal. Available and reasonably obtainable error codes, further photographs or videos should be supplied and may be added later. If a return is required, REHA-Industriekomponenten issues an RMA approval in text form with return and customs instructions, the permitted trackable standard shipping method and a reasonable cost limit. The goods may be shipped only after that approval. REHA-Industriekomponenten may waive return in text form. Timely notification does not depend on supplementary evidence or on the date of return approval. REHA-Industriekomponenten will decide on the RMA request without undue delay and will not unreasonably withhold or delay approval where return of the goods is required for assessment.

11.6 This contractual right requires the REHA tamper-evident seal to remain complete and undamaged. If the Customer, or a person acting on its instructions, damages, breaks, removes or circumvents the seal without prior approval from REHA-Industriekomponenten in text form, this contractual right is excluded. Damage to the seal documented on delivery or work approved in advance is harmless. Independent statutory rights remain unaffected.

11.7 After receiving the RMA approval in text form, the Customer must dispatch the identical goods bearing the matching serial number or other unique identifier within ten calendar days. The period is extended reasonably if the Customer is prevented from dispatching the goods through no fault of its own. This contractual right lapses after a reasonable additional period set by REHA-Industriekomponenten expires without dispatch. The return must be complete, including supplied accessories and documents, properly packaged, trackable and accompanied by the required customs documents. REHA-Industriekomponenten checks identity, seal, completeness, external condition and the reported failure. It will communicate its decision in text form without undue delay after receiving the complete goods and required documents.

11.8 If the requirements of this contractual right are met, REHA-Industriekomponenten will, at its choice, supply a replacement component with the same confirmed complete manufacturer or type number and at least a comparable condition category or refund the price actually charged for the goods, including VAT actually charged on that price. A different type number will be supplied only with the Customer's agreement; repair is not owed. If replacement is not possible, the price will be refunded. A new 14-day defect and notification period under these conditions begins when the replacement component is delivered.

11.9 If the requirements of this contractual right are met, REHA-Industriekomponenten reimburses the cost of the trackable standard return shipment incurred in accordance with and within the limit stated in the return instructions. In the event of replacement, REHA-Industriekomponenten bears standard shipping for the replacement. In the event of a refund, it also refunds the portion of the originally charged standard outbound shipping cost attributable to the affected goods. Refunds are made without undue delay after the decision is communicated, but not before the goods have been received and their identity confirmed. If return was waived, the refund period begins when the decision is communicated. Additional costs for express, courier or special shipping, transport insurance, customs duties or import charges are covered only if approved in advance.

11.10 If the assessment shows that the requirements of this contractual right are not met, the goods will, at the choice of REHA-Industriekomponenten, be held for collection at the Customer's expense or returned to the Customer, unless REHA-Industriekomponenten must bear the costs under an independent statutory claim. This contractual right alone creates no further claims. Independent statutory defect and damages claims remain unaffected and are governed by Sections 10 and 14.

12. No general right of return, exchange or cancellation

12.1 REHA-Industriekomponenten grants no general right of return, exchange or cancellation. The contractual right of return in the event of a defect under Section 11 requires the conditions stated there and permits neither a return without a defect nor a return without prior approval.

12.2 An incorrect or duplicate order, changed requirements, dissatisfaction, or a type number selected incorrectly or found incompatible by the Customer does not create a general right of return or a claim under Section 11. Delivery, for which REHA-Industriekomponenten is responsible, of a manufacturer or type number or quantity different from that ordered and confirmed remains unaffected.

13. Installation, productive use, safety and destination requirements

13.1 Installation, connection, parameterisation and commissioning may be performed only by appropriately qualified personnel in accordance with manufacturer documentation, legal requirements, recognised technical rules and applicable safety regulations.

13.2 The Customer must take the agreed inspection status into account, test the goods in a suitable and safeguarded environment before productive use, create required data and parameter backups and protect the overall installation against malfunction, consequential damage and uncontrolled restart.

13.3 Supply of the goods does not constitute system approval or safety validation and does not include a promise to end or prevent an installation or production stoppage unless expressly agreed individually.

13.4 For safety-critical applications, the Customer must fully test and validate the component and the overall system before use. REHA-Industriekomponenten may reject an order presenting an unacceptable safety risk. Mandatory product-law and tort-law duties and mandatory rights of the Customer or injured third parties remain unaffected.

13.5 Before placing an order, the Customer must identify destination-country requirements for import, labelling, documentation, installation and intended use and must inform REHA-Industriekomponenten of requirements material to the proposed supply. This allocation applies only to the extent legally transferable. Mandatory duties of REHA-Industriekomponenten as seller, distributor, importer, manufacturer or other economic operator remain unaffected.

14. Liability

14.1 REHA-Industriekomponenten has unlimited liability for intent and gross negligence, culpable injury to life, body or health, fraudulent concealment, expressly assumed guarantees within the scope of the guarantee statement and mandatory statutory liability, including liability under the German Product Liability Act.

14.2 In the event of a slightly negligent breach of an essential contractual obligation, REHA-Industriekomponenten is liable only for the loss that was objectively foreseeable when the contract was concluded and is typical for the contract. Essential contractual obligations are obligations whose fulfilment is necessary for proper performance of the contract and on whose fulfilment the Customer may regularly rely.

14.3 Liability for slight negligence is otherwise excluded.

14.4 The contractual right of return under Section 11 provides only the remedies expressly stated there. On its own, it creates no claim for damages, removal or installation costs, diagnostics, parameterisation, travel, express delivery, downtime or other consequential costs. Independent statutory claims are governed by the other provisions of these Terms and mandatory law.

14.5 The Customer must inform REHA-Industriekomponenten in good time of any exceptionally high risk of loss known to the Customer but not apparent to REHA-Industriekomponenten. Contributory responsibility is otherwise taken into account under the applicable statutory rules.

14.6 These provisions apply to claims for damages and reimbursement of expenses irrespective of legal basis, including contractual and non-contractual liability, unless mandatory law provides otherwise.

14.7 The exclusions and limitations of liability apply to the same extent for the benefit of the legal representatives, employees and agents of REHA-Industriekomponenten.

15. Export control, sanctions, end use and re-export

15.1 Acceptance and performance of every order are subject to the condition that they are not prohibited by applicable national, European Union or international export-control, embargo or sanctions rules and that any required authorisation is granted.

15.2 REHA-Industriekomponenten may screen the Customer, its beneficial owners, the consignee, destination, end user and intended end use before acceptance and again before dispatch. The Customer must provide complete and accurate information and documents reasonably required for that purpose and must promptly notify REHA-Industriekomponenten of relevant changes.

15.3 The Customer must not sell, export, re-export, transfer, make available or use the goods in breach of applicable export-control, embargo or sanctions rules and must not participate in circumvention. It must take reasonable measures to ensure corresponding compliance by recipients further down the commercial chain where required by applicable law.

15.4 If applicable law requires a product- or destination-specific no-re-export clause, monitoring mechanism, remedy or other contractual undertaking, the order may be accepted only after the Customer has accepted the separate clause or annex referenced in the order confirmation. These Terms do not replace a separately required undertaking.

15.5 REHA-Industriekomponenten may refuse acceptance, suspend performance or withdraw from the unperformed part of a contract where performance is prohibited, a required authorisation is not granted, or the Customer fails to provide information necessary for a lawful decision after a reasonable request. Payments already received for unperformed supplies will be refunded. Further claims are governed by Section 14.

16. Indemnity for Customer-controlled breaches

16.1 The Customer must indemnify REHA-Industriekomponenten against justified third-party claims and necessary, reasonable defence costs to the extent that the claims result from a breach attributable to the Customer involving contractual misuse, an unauthorised modification, defective integration, inadequate safety validation, false statements made by the Customer, breach of destination-country import or use requirements allocated to the Customer, or unlawful transfer, export or re-export.

16.2 The indemnity does not apply to the extent that REHA-Industriekomponenten caused or contributed to the claim. REHA-Industriekomponenten will inform the Customer without undue delay and, where legally and practically possible, allow the Customer to participate in the defence. It will not conclude a settlement or make an acknowledgement at the Customer's expense without the Customer's consent unless immediate action is required to mitigate loss.

17. Set-off and rights of retention

17.1 The Customer may set off only undisputed counterclaims, counterclaims finally established by a court or counterclaims ready for decision. The right to set off claims arising from the same contractual relationship remains unaffected.

17.2 The Customer may exercise a right of retention only in respect of counterclaims arising from the same contractual relationship.

18. Governing law, jurisdiction, language and final provisions

18.1 These Terms and the contractual relationship are governed by the substantive law of the Federal Republic of Germany, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG). Mandatory provisions applicable irrespective of the choice of law, particularly customs, tax, export-control, product-safety and property law at the relevant destination or location of the goods, remain unaffected.

18.2 To the extent legally permitted, the courts having local jurisdiction for Ettlingen, Germany, shall have exclusive jurisdiction over disputes arising from or in connection with the contractual relationship. Mandatory exclusive jurisdictions and jurisdiction for interim measures remain unaffected.

18.3 The place of performance for payments is Ettlingen. The place of performance for delivery is determined under Section 7 unless otherwise confirmed.

18.4 If a provision of these Terms is or becomes wholly or partly invalid, the remaining provisions remain effective. The applicable statutory provision takes the place of the invalid provision.

18.5 Amendments and additions should be documented in text form for evidentiary purposes. Demonstrable individual agreements take precedence.

18.6 These English Terms are the sole authoritative contractual version for contracts concluded under them through reha-components.com. Alongside these English Terms, each publicly available localized online shop provides a complete translation in the language of that shop. The translation makes these Terms accessible to the Customer and does not constitute a separate or independently authoritative set of terms. If a translation differs from, or can be interpreted differently from, these English Terms, these English Terms prevail. Mandatory applicable law, including mandatory language and transparency requirements, remains unaffected.

18.7 Only the version made available to the Customer before conclusion of the contract and identified in the order documentation applies. These Terms are Version 1.1 dated 11 August 2026.