

General Terms and Conditions of Use for Promotional Vouchers in the Online Shop of Schrack Technik GmbH (the Provider), as of 24 September 2025

1. Area of Application

These terms and conditions apply to the redemption of promotional vouchers that are issued free of charge as part of promotional campaigns and can only be redeemed in the provider's online shop at www.schrack.com.

2. Purchase of vouchers

2.1. As part of promotional activities, the provider gives away vouchers for the free or discounted purchase of items in the online shop. There is no legal entitlement to receive these vouchers. The awarding of a voucher is at the sole discretion of the provider.

3. Redeeming vouchers

- 3.1. Vouchers can only be redeemed in the provider's online shop.
- 3.2. Only one voucher can be redeemed per order. It is not possible to combine multiple vouchers.
- 3.3. The voucher can only be redeemed before completing the order process. Subsequent offsetting is excluded.
- 3.4. Cash payment or refund of the voucher value is excluded.

4. Cancellation and returns

- 4.1. When returning goods that were paid for in full or in part with a voucher, the voucher value will not be refunded.
- 4.2. In this case, the voucher loses its validity and cannot be reused.
- 4.3. The provider reserves the right to reclaim items purchased with a voucher if the conditions for using a voucher are subsequently no longer met. E.g. falling below the minimum order value due to returns.

5. Validity and expiration

- 5.1. The redemption of the voucher is subject to conditions. E.g. minimum order value or

validity. These can be found in the accompanying information for the voucher, e.g. e-mail, imprint, landing page, etc. If this accompanying information is missing, it can be requested at any time at shop@schrack.com. A voucher is valid for a maximum of 6 months after it has been issued.

- 5.2. Vouchers can no longer be redeemed after their expiry date.

- 5.3. If the value of the voucher is a free or discounted item, it is valid while stocks of this item last.

6. Transferability

- 6.1. Vouchers are non-transferable.

7. Liability

- 7.1. The provider accepts no liability for loss, theft or unauthorised use of vouchers.
- 7.2. No liability is accepted for technical faults when redeeming vouchers that are beyond the provider's control.

8. Misuse and blocking

- 8.1. In the event of suspected misuse or manipulation, the provider reserves the right to block the voucher and take legal action.

9. Warranty

- 9.1. Items purchased free of charge using a voucher are excluded from the warranty.

10. Other

- 10.1. The general terms and conditions of the web shop apply in addition.
- 10.2. The provider reserves the right to make changes or additions to these terms of use.