

General terms and conditions of Jonas Kerner / LILORA

1. When do our or your terms and conditions apply?

1.1 General

We, Jonas Kerner LILORA (hereinafter referred to as "we"), provide our services exclusively on the basis of these General Terms and Conditions, unless otherwise expressly agreed.

1.2 Our terms and conditions also apply to future orders

If you are an entrepreneur within the meaning of Section 14 of the German Civil Code (BGB), our General Terms and Conditions also apply to your future orders to us, as well as to our preliminary services provided at your request (e.g. Calculations, on-site appointments, plan drawings, etc.) before any further order is placed, unless we agree otherwise.

1.3 Your Terms and Conditions

Your general terms and conditions only apply if we have expressly agreed to them in writing.

2. How and when is a contract concluded between you and us?

Our offer is binding unless we expressly describe it as "non-binding".
The deadline for acceptance is stated in our offer, otherwise 14 days.

Once you submit your offer, we have up to 14 days to accept it.

3. Subject matter of the contract

3.1 General

We are not the organizer unless expressly agreed otherwise.

The subject matter of the contract arises from the individual offer or the service description, in accordance with the following provisions.

3.2 Use of subcontractors

We are entitled to use other subcontractors to fulfill our performance obligations.

3.3 Replacement of services

We may replace the agreed services with other comparable services if these are equally suitable for achieving the purpose of the contract and the replacement is reasonable for you.

3.4 Risks of carrying out the event or project

The risk of the event being carried out rests with you. This means that our claim to payment of the agreed remuneration and costs incurred remains valid even if the event does not take place or cannot take place, is cancelled or terminated, or is shortened in time.

The risk also applies if the originally planned event cannot be held due to a lack of approval, bad weather, government restrictions on the event (e.g. prohibition, restriction on the number of people, etc.), the cancellation of a participant, lack of visitor interest, climatic conditions, demonstrations against your event, your company or the event venue, or for other factual or legal reasons or similar.

It is presumed, without refutation, that terrorist threats, threats of terrorist attacks, bomb threats or the discovery of "dangerous objects" are directed against you. In this respect, they are also assigned solely to your sphere of risk. This also applies to security concerns that are not caused by culpable, inadequate performance on our part.

Our claim to payment will only be reduced in accordance with our contractual provisions or due to statutory provisions, unless we have excluded these in these General Terms and Conditions.

If you are not the organizer yourself but a service provider of the organizer, the following applies: If, despite reasonable efforts, it is demonstrably impossible for you to enforce payment claims from the organizer or your client that are attributable to our remuneration, our remuneration claim can be adjusted appropriately, but in principle not reduced to zero, as long as this does not put us in a worse position than other contractors for the same event or project; in any case, however, we can demand reimbursement of costs already incurred that can no longer be canceled or whose results we cannot use for other purposes (e.g. costs for the production and repair of costumes or props, travel costs or hall rentals (for training) that can no longer be canceled, costs for directors that can no longer be canceled, etc.).

4. Remuneration, costs and payment terms

4.1 Gross or net price information

Prices quoted to consumers within the meaning of Section 13 of the German Civil Code (BGB) are gross prices, i.e. they include the legally owed sales tax. For businesses within the meaning of Section 14 of the German Civil Code (BGB), we quote net amounts, i.e. they include sales tax.

4.2 Currency and currency fluctuations

Our billing is in euros.

When paying with foreign currencies or means of payment, exchange rate differences and bank charges will be at your expense.

For events and trips outside the eurozone, there is a likelihood of currency fluctuations. In this respect, the total amount of the project in euros may depend on the exchange rate applicable at the time of the payment order to a service provider or subcontractor outside the eurozone and may change. The exchange rates published by the European Central Bank on the day of the invoice are used as a basis.

4.3 Cost components not included = possible additional costs

Unless otherwise agreed, our remuneration and costs do not include the following possible items:

- a. Travel costs from/to you and/or from/to the event location (2nd class train, 2nd class flight, medium-quality rental car; in case of doubt, the distance information from Google Maps is decisive), in particular fuel costs for cars and trucks (€0.30 per kilometer).
- b. Necessary overnight stays (in an average 4-star hotel with Single room occupancy and breakfast).
- c. Catering/ meals of average type and quality (including at least one hot meal per day and night, warm drinks in winter, chilled drinks in summer) if the service is provided outside our place of business.
- d. Costs for measures regarding hygiene and infection protection (e.g. testing) at the production or event location.
- e. Costs for telecommunications to/from abroad.
- f. Costs for power connections and power consumption.
- g. Storage costs including transport.
- h. Costs for driving, transit and parking permits.
- i. Costs for collecting societies and licenses.

You must pay these costs, if they arise, in addition, unless otherwise expressly agreed.

4.4 Price changes

4.4.1 No subsequent price increases: The agreed remuneration and/or costs remain unchanged after the contract has been concluded. Subsequent price increases are excluded, regardless of any changes in material manufacturing costs, material costs, procurement costs, production costs, wages and non-wage labor costs, social security contributions and/or energy costs, costs due to environmental requirements, costs due to currency regulations, costs due to customs changes, freight rates or public charges (factors).

4.4.2 Exceptions in the case of agreed consideration by the customer: If the customer has agreed, as part of the contractual relationship, to provide us with certain considerations such as the provision of photos taken, advertising for our company or other comparable services, and these considerations are not complied with, we reserve the right to subsequently increase the agreed remuneration. This increase will be made in the amount of the difference between the reduced costs and the normal costs that would have been incurred without the discounts granted.

4.4.3 Price adjustment only in the event of significant changes: If unforeseeable and significant changes occur that make the execution of the contract significantly more difficult or impossible, we reserve the right to agree with you on an appropriate adjustment of the mutual services in accordance with Section 313 of the German Civil Code (BGB). Such changes may include, for example, national or international crisis-like events, national supply chain disruptions, exceptional climatic conditions that lead to necessary protective or air conditioning measures, and security-related events.

4.4.4 Customer-friendly adjustment: Should an adjustment become necessary, we will always strive for a customer-friendly solution that is economically reasonable for both parties.

A reduction in the scope of services or another appropriate adjustment is preferred before considering early termination of the contract.

4.5 Invoicing

We will create an invoice for a project as soon as we have received all invoices from the commissioned service providers or subcontractors.

Invoices are due after 7 days. If the receipt or correctness of the invoice is disputed, we can demand immediate payment of the net amount resulting from our agreement (conclusion of contract), possibly with different dates for advance payments.

4.6 Default, reminder

Interest is charged on a monetary debt during the period of default. The default interest rate for consumers (= private customers) is five percentage points above the current base interest rate for the year.

For legal transactions in which a consumer is not involved, the interest rate for payment claims for the year is nine percentage points above the current base interest rate.

For each reminder, we can charge reminder costs of EUR 5.00 net, unless you can prove that the damage is less, or alternatively the actual damage incurred.

5. Responsible persons and language

5.1. Naming of persons

You and we each appoint at least one person who is authorized to give instructions for the execution of the contract and is authorized to make and receive legally binding declarations.

You and we will each appoint at least one person with authority to give instructions, make decisions and have comprehensive knowledge of the specific event process for the duration of the setup, dismantling and the event. This position, which is filled by one or more people, must be reachable by telephone during setup, dismantling and the event. This does not apply to you if we are to take care of setup, dismantling and the event ourselves as per our contract.

5.2 Language

German is agreed as the language for planning and organization as well as follow-up to the event. However, only the German language or statements in German (whether written or oral) have legal effect.

The agreed production language (i.e. the language during the time on site at the event site, including setup, dismantling, rehearsals and the event itself) is German and English.

6. Use of your materials, rights and your specifications

6.1 Specification and transfer of real estate, objects, files, etc.

If you specify or provide us with a venue, equipment, service providers, software, logos, texts, photos, videos, music, data or their use, etc. and we do not have free choice, we are not obliged to check these for legality,

suitability, reliability or similar. This also applies if we carry out an on-site visit, an inspection or the like.

The above-mentioned non-liability does not apply if the illegality, unsuitability or unreliability, etc. are obvious to us or if you have expressly commissioned us to carry out the inspection and are required to pay us a fee.

6.2 Transfer of rights to us

The above clause 6.1 also applies if you transfer or grant us rights, e.g. to logos, photos, music, texts, videos, etc.

7. Our property, rights of use

7.1 Ownership

Documents, graphics, drawings, sketches, files, costumes and their components and other items created by us remain our property and must be returned to us after the end of the contract, unless the transfer of ownership is the subject of the contract.

If no contract is concluded between you and us after participating in a presentation or after creating a concept, all services and rights remain exclusively with us.

7.2. Your rights of use

By paying the agreed remuneration and costs in full, you acquire the rights of use required for the purpose of the contract. You only acquire these rights of use without payment if a later due date has been agreed in relation to the purpose of the contract or the period of use. Any use beyond this requires our express consent and is subject to an additional reasonable obligation to pay remuneration.

If you wish to use third-party works or rights, you are responsible for obtaining the necessary rights (e.g. recording the performance on video and uploading the video on the Internet).

8. Preparation & execution of the show, safety

8.1 Guarding, storage

Measures regarding cloakrooms, storage areas and security are determined in the individual contract with you.

8.2 Parking facilities, routes to the show area, escape routes

The provision of parking spaces is determined by the individual contract with you. Unless otherwise agreed, these must be provided on level ground and in close proximity to the show area.

You are responsible for ensuring that all escape routes are kept clear to their full width at all times.

8.3 Requirements for the show area

The area you provide us for our appearance must be:

- level, • free from tripping hazards, • adequately lit, • dry, • with steps leading up to the stage that must not be higher than 50 cm each, unless otherwise agreed,
- any further necessary requirements arise from the individual contract with you.

Unless expressly agreed, suitable barriers and/or security personnel must be in place to prevent unauthorized entry to the area if people have already entered artists' areas without authorization at your events in the past.

8.4 Responsibility for your employees, assistants and guests

You are responsible for the actions and omissions of your employees, the service providers you have commissioned (assistants) and, if applicable, your guests, unless we have unlawfully induced these persons to act or omit to act in an unlawful manner.

If you invite third parties or allow them to participate, you are obliged to ensure that they also observe and comply with the requirements set out here.

8.5 Occupational safety, hygiene

We have the right to information about occupational health and safety measures and hygiene measures at the venue, as well as about other companies that are operating at the venue at the same time as us.

9. Recording rights, references

9.1 Recording rights

We are entitled to take photos and/or videos at the event, while respecting the personal rights of the guests and the rights of third parties, and to use these for reference and our own advertising purposes, unless you refuse this in advance for important reasons. In any case, we are entitled to take appropriate recordings for documentation and evidence purposes.

9.2 Reference

We are entitled to use your name and the event covered by the contract as a reference to a reasonable extent for advertising purposes. You can object for important reasons.

10. Warranty

10.1 Acceptance

If acceptance is required, this shall be deemed to have taken place if you refuse it after our request and setting a deadline, but no later than within 14 working days of the request, with specific descriptions of the fault.

10.2 Deadline for notification of defects if you are an entrepreneur within the meaning of Section 14 of the German Civil Code (BGB):

You must submit complaints in writing immediately after discovering a defect (notice of defect). In all other respects, Section 377 of the German Commercial Code (HGB) applies accordingly.

10.3 Correction of defects

If there is a defect in the contractual item for which we are responsible, we are entitled to remedy the defect or provide a replacement service at our own discretion. If the remedy of the defect or the replacement service fails twice or if we are not willing or able to do so, you can withdraw from the contract or reduce the remuneration.

10.4 Your right to reduction

If you are an entrepreneur within the meaning of Section 14 of the German Civil Code (BGB), your right to a reduction is excluded. However, the exclusion of the right to a reduction does not apply to defects that we have fraudulently concealed or to properties that we have guaranteed. Furthermore, this exclusion does not apply to undisputed or legally established claims on your part. The reduction is also only excluded to the extent that you are prohibited from enforcing the reduction by deducting the agreed remuneration. You can/must assert and enforce any claims for reimbursement yourself in accordance with Section 812 of the German Civil Code (BGB).

11. Our liability

11.1 Strict liability for rental

Our liability without fault according to § 536a paragraph 1, 1st alternative BGB for defects in the context of a rental that already existed at the time the contract was concluded is excluded unless we have fraudulently concealed the defect or it is a material contractual obligation ("cardinal obligation", i.e. an obligation whose fulfillment characterizes the contract and which you can rely on). This limitation of liability also applies mutatis mutandis to our liability with regard to the reimbursement of wasted expenses.

11.2 Breaches of duty that result in property damage or financial loss

In the case of only slightly negligent breaches of duty, our liability is limited to the average damage that is foreseeable and typical for the type of contract.

We are not liable for minor negligent breaches of contractual obligations.

"Insignificant" are those obligations whose fulfillment does not characterize the contract and which you may not rely on.

Indirect damages and consequential damages resulting from defects in the subject matter of the contract are only compensable to the extent that such damages are typically to be expected when the subject matter of the contract is used as intended.

The limitations of liability do not apply in the event of grossly negligent or intentional breach of duty.

11.3 Breaches of duty that result in injury to life, body or health

We are liable for any kind of negligence and intent resulting from injury to your life, body or health that is attributable to us.

11.4 Mandatory liability

The limitations of liability do not affect your claims arising from product liability or from mandatory statutory liability provisions.

11.5 Extension of this clause to employees, bodies, vicarious agents, etc.

The exclusions and limitations of liability apply to the same extent to our bodies, our employees and other vicarious agents and our subcontractors.

12. Force majeure and other serious events

12.1 Force majeure and other events in the relationship between you and us

In the event of force majeure or other serious events that occur through no fault of our own and that result in the non-executability, termination or interruption of the contract or individual contractual services, we may demand reimbursement or compensation from you for the costs incurred up to that point, the services provided by us and the necessary payments to be made by us to our subcontractors.

In the event of restrictions on the subject matter of the contract under infection control law, population protection law, regulatory law or police law (including travel bans, accommodation bans, etc.) for which neither contracting party is responsible, it is rebuttably presumed that the implementation of the contract under changed conditions is unreasonable and that this is a case as per Section 12.1.

12.2 Force majeure & other events outside our contractual relationship with you

If the implementation of the project or event underlying this order has become impossible for you or your client, is made more difficult or impaired to a greater extent or appears almost impossible, Section 648 of the German Civil Code (BGB) applies to our remuneration, whether directly or analogously. If a cancellation agreement results in lower costs for you, these will apply.

In the event of restrictions under infection control law, population protection law, regulatory law or police law on the project or event underlying the contract (including travel bans, accommodation bans, etc.), it is rebuttably presumed that the implementation of the project and/or event under changed conditions is unreasonable and that this is a case as per Section 12.2.

If the applicability of Section 313 of the German Civil Code (BGB) is established by mutual agreement or by a court of law, the legal consequences in financial terms at least as set out in Section 12.1 apply.

12.3 Relevant time of assessment

If you or we state concern about or the likelihood of force majeure as the reason for cancelling/terminating our contract or cancelling the event, the following applies:

The contractually agreed time of the event is the decisive point in time for assessing whether force majeure actually exists or not. If the period is longer than 1 day, the calculated middle of this period applies.

This also applies if you cancel the event before the event date due to concerns about force majeure. You must prove that the cancellation was made solely because of the possibility of force majeure occurring.

If it turns out that force majeure exists at the relevant assessment time agreed here, the agreement on force majeure applies. If, however, it turns out at this time that there is no force majeure, the agreement regarding cancellation/termination applies.

If an event/travel date is not specified or agreed, the date agreed for the delivery of the work or the completion of the service shall be decisive.

If the delivery of the work or completion of the service takes place in several partial steps or if the end date is not identical to the point in time at which the predominant and essential part of the service owed is agreed, this point in time applies.

In any case, however, we are entitled to payment under clause 12.1, particularly until any legal issues have been clarified. Any payment by you in this regard shall not be deemed to be an acknowledgement of force majeure or a waiver of any other claims against us.

Acceptance of your payment by us shall not be deemed as an acknowledgement of force majeure or a waiver of any further claims against you.

12.4 Predictability

Both contracting parties can invoke legal institutions such as force majeure or the loss of the basis of the contract even if it was no longer unforeseeable at the time the contract was concluded that an existing or known event would make the performance impossible or impossible.

This agreement is based on the fact that both contracting parties legitimately hope that the contract can and should still be executed even in the event of existing or known events such as the Sars-CoV-2 pandemic.

13. Termination

13.1 Termination for good cause by us

We can terminate the contract if, taking into account all the circumstances of the individual case and weighing up the interests of both parties, we cannot reasonably be expected to continue the contractual relationship until the agreed service has been completed and/or until the agreed termination (termination for good cause). Such a reason exists, for example, if:

- a payment due from you has not been received by us on time, provided that our termination does not lead to an exclusion or impairment of the right to choose an insolvency administrator in accordance with Section 103 InsO.
- Default in payment by you after filing for insolvency proceedings and after the opening of insolvency proceedings.
- circumstances arise which were unknown to us at the time of conclusion of the contract and which endanger the safety of the event, the guests, participants or employees and if we had known of these circumstances we would not have concluded the contract or would not have concluded it under these conditions or if the health or safety of a third party can only be guaranteed by termination.

- Defects are discovered which are not our responsibility and which endanger the health or could endanger the life of a third party, or defects are discovered for which we are responsible, insofar as the health or integrity of a third party can only be guaranteed by termination.
- You fail to take measures required by law or ordered by the authorities that serve to ensure the safety of the personnel employed by us (delivery, installation, service, etc.) on site.
- You have intentionally concealed circumstances that are important for assessing the risk situation and/or the extent of the scope of services and/or the equipment of the production and/or our employees or assistants, especially with regard to safety and legality.
- an event is or is to be held which differs in type, content or scope from that specified in the contract, this was not apparent to us despite exercising due care and as a result the safe and lawful holding of the event, possibly supplemented by necessary and reasonable short-term measures, is not guaranteed, or participation in such an event is unreasonable for us and we would not have concluded the contract or would not have concluded it under these conditions had we known of the deviation.
- it is assumed that the event at which logos, equipment or personnel of us are present and present, relates directly to political events in Germany and/or abroad, and/or opinions are discussed and/or expressed or are intended to be discussed that are incompatible with basic democratic values and/or the Basic Law of the Federal Republic of Germany and/or that have a negative impact on the peaceful coexistence of people in Germany.
- You operate technical or structural systems that are not permitted and that could endanger us or our staff.
- You do not create local conditions that are agreed or necessary for timely delivery or on-site support/service. This includes, for example, Gravel driveways, load limits of access roads, distances from the last permitted parking space for the delivery vehicle to the delivery location, as well as insufficient load-bearing capacity of the ground, lighting, fire protection, escape routes, and delivery is also impossible at the curb or unreasonable in view of our property.
- the competent authorities and police have concrete evidence to support the We are unable to maintain public safety and order and for this reason we cannot reasonably be expected to maintain the contract.
- a competent authority or court prohibits the holding of the event.

If we do not terminate the contract for one of the reasons stated above, this non-termination does not constitute an acknowledgement or acceptance of the factual and legal situation and does not exclude the assertion of further rights.

If an event within the meaning of Section 12 occurs, the provisions therein shall take precedence over termination.

13.2 Termination for good cause by you

You can terminate the contract without observing a period of notice if you
Taking into account all circumstances of the individual case and balancing the mutual

interests, the continuation of the contractual relationship until completion of the work and/or until the agreed termination cannot be expected.

Otherwise, termination is excluded.

13.3 Right to compensation after termination

If we terminate the contract for good cause for which neither you nor we are responsible, Section 648 of the German Civil Code (BGB) shall apply accordingly to our remuneration and costs.

If you terminate the contract for good cause, we are entitled to compensation for the part of our services provided up to the time of termination.

14. Cancellation by you

14.1 General

If you wish to cancel the contract for a reason for which we are not responsible and which is not based on force majeure or other legally regulated reasons ("cancellation"), this is possible in accordance with the following provisions. The cancellation must be made in writing.

The decisive point in time for calculating the flat rate is the date on which we receive your cancellation.

For the determination of the relevant time for the assessment or distinction between cancellation and force majeure, reference is made to the corresponding paragraph in the Force Majeure Clause (Section 12.4).

14.2 In case of cancellation by you

If you cancel, we will charge a flat rate for our costs and lost profits. The following flat rates apply.

14.2.1 Cancellation fees

The following flat rates apply:

- In case of cancellation up to 21 days before the first day (excluding set-up and arrival) of the Event 50% of the agreed net remuneration,
- In case of cancellation of the contract up to 10 days before the first day (excluding set-up and travel) of the event, 70% of the agreed net remuneration,
- If the contract is cancelled up to 3 days before the first day (excluding set-up and arrival) the event 90% of the agreed net remuneration.

The basis for assessment is the net order value attributable to our remuneration and actually existing at the time of cancellation.

You have the option of proving that we have suffered no damage or that the damage was less. In this case, you will only have to reimburse this lesser amount instead of the flat rate.

14.3 Withdrawal for us during the period of free cancellation

If we have agreed to a free cancellation right in your favor for a certain period of time, we can also withdraw from the contract within this period if there are inquiries from potential third parties about the booked contract item and you do not waive your right of cancellation within a maximum of 10 days upon our request.

15. Rescheduling

A change of date or location is possible with the agreement of both contracting parties.

The following provisions shall apply with priority even if they were not expressly mentioned or agreed upon at the time of transfer and to the extent that they were not expressly excluded at the time of transfer.

15.1 Validity of our Terms and Conditions

If the project or event date is rescheduled, these General Terms and Conditions will continue to apply to the new date, even if nothing else has been expressly agreed in writing.

15.2 Deadlines, dates

Deadlines specified or agreed in the original contract or in these General Terms and Conditions do not begin anew or start again as a result of a postponement; in particular, the deadlines or The cancellation deadlines in section 14 continue to apply to the original agreed date unless these deadlines or dates are expressly agreed again in writing.

15.3 Price increases

Unless otherwise agreed, we may also adjust agreed prices (our remuneration and third-party costs) if the prices for the installation have increased. To the extent that we can prove that the agreed prices have increased solely as a result of the postponement of the date, the requirements of Section 4.4 will no longer apply.

15.4 Our additional costs

If the relocation results in additional organizational costs for us, we can invoice this upon presentation of proof and, in case of doubt, pro rata in relation to the agreed remuneration.

16. Final provisions

16.1 Retention

You are not entitled to exercise a right of retention against us due to any other claim not arising from this contractual relationship.

16.2 Set-off

You are only entitled to a right of set-off against us if it is based on the same contractual relationship. In order to protect the interests of all parties, you are obliged to

If the set-off situation is asserted by you, the trustee must pay the remuneration and costs due into a trust account. The trustee must be obliged to pay the managed payments to us in the amount of the amounts due if the set-off situation is legally established or recognized as no longer applicable, and to pay them back to you if the set-off situation is legally established or recognized. The person who caused the fiduciary administration bears the costs of the trust. The contractual partner entitled to receive the payment cannot demand additional interest from the other party due to the delay. If no payment is made into the trust, it is assumed that no permissible set-off situation exists as long as we have not recognized the claim underlying the set-off or it has been legally established.

16.3 Assignment

The assignment of non-monetary claims against us is excluded to the extent that we have a legitimate interest in the exclusion or your legitimate interests in the assignability do not outweigh our legitimate interests in the non-assignability.

16.4 Place of jurisdiction

If you are a merchant within the meaning of the German Commercial Code (HGB) or a legal entity under public law or a special fund under public law, the following applies: The place of jurisdiction for all claims arising from the relationship with you is our place of business. We are also entitled to choose the place of jurisdiction at your place of business.

16.5 Choice of law

If you are an entrepreneur (§ 14 BGB), German law applies.

If you are a consumer (Section 13 of the German Civil Code), the following applies: These General Terms and Conditions and the contractual relationship with you are governed by the law of the Federal Republic of Germany, excluding substantive EU law. However, the statutory provisions restricting the choice of law remain unaffected.

In particular, Article 6 paragraph 2 of Regulation (EC) No. 593/2008 (so-called "Rome I Regulation") applies within its territorial scope: To the extent that the law of the state in which you have your habitual residence at the time the contract is concluded (hereinafter "law of residence") contains provisions for your protection, from which no deviation by agreement is permitted under the law of residence, the (more favorable) provisions of your law of residence apply to you. This means that despite the choice of law in accordance with sentence 1, you always enjoy the protection of the mandatory provisions of your law of residence.

16.6 Validity of the General Terms and Conditions or individual clauses if you are an entrepreneur

If one or more provisions are ineffective or void for reasons other than the provisions relating to the law of the general terms and conditions according to §§ 305 to 310 BGB or if a gap in the regulation that needs to be filled arises, you and we are obliged to replace them with an effective provision or to fill the gap that corresponds in its legal and economic content to the ineffective or void provision and the purpose of the contract.

Section 139 BGB (partial invalidity) is excluded.

If the invalidity of a provision is based on a measure of performance or time (date or deadline) specified therein, this provision must be agreed upon with a legally permissible measure that comes closest to the original measure.

17. EU platform for online dispute resolution

The EU provides an internet platform for online dispute resolution (ODR platform). This OS platform is intended to help resolve disputes between consumers and online platforms in connection with sales contracts or service contracts concluded online as quickly and effectively as possible.

In accordance with Article 14 of Regulation (EU) No. 524/2013 on online dispute resolution in consumer matters (so-called ODR Regulation), we therefore refer you to the link to this OS platform. You can access the online dispute resolution platform here:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>

Also in accordance with Art. 14 of the ODR Regulation, we hereby provide our email address for your information: info@lilora.eu.

We would like to point out that we are not obliged to conduct dispute resolution proceedings before a consumer arbitration board and do not voluntarily participate in such proceedings.

Status of the General Terms and Conditions: 19.07.2024