TERMS AND CONDITIONS

By placing your order you accept the following General Terms and Conditions of s.Oliver Bernd Freier GmbH & Co. KG (hereinafter called s.Oliver).

EXCHANGE AND THE RIGHT TO WIRTHDRAWAL

Within 14 days, you may return all items purchased in the s.Oliver Online Shop without stating any reasons to the following address:

s.Oliver Online Shop
Adolf-Oesterheld-Straße 210
97337 Dettelbach

Please use the returns portal at https://www.soliver.eu/returns-portal/ to create the return postage label for the items you are returning. Please also note that items must be returned in a condition appropriate for having been checked normally by customers – more or less the same as if you had tried them in a store – and must still have the original tags on them. If the condition of the goods has deteriorated through further use, we reserve the right to demand compensation for loss of value.

Please follow the legal instructions of withdrawal according to Item "Legal instructions on withdrawal" below.

DELIVERY/SHIPPING COSTS

s.Oliver Online Shop delivers to all countries mentioned below as long as stocks last. The cost of shipping is 4,95 € flat.

You will find the delivery period for your order during the order process (step 1 to 3). Please be aware that if you are making an advance payment, the delivery period will only begin one day after the transfer has been made (once the bank has received the payment order). We deliver to Bulgaria, Croatia, Denmark, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Spain and Sweden (except Faroe Islands, Greenland, Azores, Madeira, Canary Islands, Martinique, French Guiana). We do not deliver to other countries than the aforementioned.

PRICES AND PAYMENT METHODS

All prices displayed in the s.Oliver online shop include VAT plus packaging and shipping. You can pay for the goods, subject to a credit check, by card (Visa, Mastercard, American Express) or PayPal.

Depending on the results of an address and credit check, s.Oliver reserves the right to accept only certain payment methods.

If you are in arrears with your payment obligations, s.Oliver is entitled to charge reminder fees of €5 each for the 2nd and 3rd reminder. Furthermore, in the event of payment arrears, the customer is obliged to reimburse all costs resulting from appropriate measures to recover the outstanding amounts, including the procedural obligation to reimburse costs, interest on arrears in the amount permitted by law, expenses, costs of debt collection (including the costs of a licensed debt collection agency and an appointed lawyer) and processing costs. In the case of payments made using a buy now, pay later payment method (e.g., PayPal Buy Now, Pay Later) the reminder/collection provisions and fees of the service provider stipulated in the respective service provider's Terms & Conditions apply.

CARD PAYMENT

When you place an order, you can pay with a valid credit or debit card (Visa, Mastercard or American Express) and enter the card information during the order process. The corresponding amount is immediately reserved on your card but only debited once the goods have been dispatched from our warehouse. s.Oliver reserves the right

to check the validity of the card, the available credit in relation to the order value, and the address of the buyer. Based on the results of this check, we may also reject orders.

PAYPAL

If you select the PayPal payment method during the order process, the corresponding amount is reserved in your PayPal account upon completion of the order. You PayPal account is only debited when the goods are dispatched. s.Oliver reserves the right to check the validity of the PayPal account, the credit balance to cover the order value, as well as the invoice address of the buyer. Based on the results of this check, we may also reject orders.

OTHER

The invoice prescribed by law is sent to you by e-mail once the goods have been dispatched. When calculating the final purchase price, any fashion points redeemed are first deducted, followed by any gift card redeemed. The remaining amount is then debited to your chosen payment method as per the description above. If you are entitled to a refund for your order (e.g. due to a return), the refund will be made in reverse order. This means that the amount collected from your payment method will be refunded first, then the redeemed gift card and finally the redeemed Fashion Points.

ACCEPTANCE OF ORDERS

The s.Oliver online shop is free to refuse online orders. It is at the s.Oliver online shop's sole discretion whether it accepts an order. The s.Oliver online shop shall notify the order immediately if an online order from s.Oliver cannot be completed.

The s.Oliver online shop does not accept any orders from customers who are not yet 18 years old.

An order confirmation does not yet constitute a binding sales contract. The sales contract only takes effect after delivery of the goods.

The following steps are required in order to submit your binding order via your online shopping bag: Place the item you have selected into your virtual shopping bag by clicking “Add to Bag”. You can open and change your shopping bag at any time by clicking the respective button. Once you have placed your desired item into your shopping bag, you can access the options "Log in", "Register now" and "Continue without registration" via the shopping interface and by clicking on the "Proceed to checkout" button.
After selecting (1) the billing & delivery address and the delivery method, accepting our General Terms and Conditions and selecting (2) the payment method, you will be redirected to (3) the website to review your order once again. Here you have the option of reviewing and changing your order data and cancelling your order (e.g. by closing the browser window).
You can submit your order by clicking on the “Buy now” button.
All items will be delivered without the decorative elements in the image, unless explicitly stated otherwise in the item description.

TRANSPORT DAMAGE

The customer shall notify the respective delivery company immediately, regardless of his/her warranty rights, if items are delivered with obvious damage to the packaging or the contents. The customer shall refuse acceptance and contact the s.Oliver online shop at once using the hotline at +49 / 9572 / 916 009 or in another manner (e-mail, post), so that the s.Oliver online shop can maintain any rights against the dispatcher.

*Standard landline rate from your telephone provider, mobile phone rates may vary

STORAGE OF CONTRACT TEXT

The contract text is not saved by s.Oliver and can not be accessed after completing the order process. You can, however, print out the order data immediately after submitting it.

RETENTION OF TITLE

The goods delivered remain the property of s.Oliver until they have been paid in full.

LEGAL INSTRUCTIONS ON WITHDRAWAL

RIGHT OF WITHDRAWAL

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods, in the case of partial deliveries, the last of the goods.

To exercise the right to withdraw, you must inform us of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form for this purpose, but it is not obligatory.

E-Mail: widerruf@soliver.com

Telephone: +49 / 9572 / 916 009*

or by post: s.Oliver Bernd Freier GmbH & Co. KG, Abteilung eCommerce, s.Oliver-Straße 1, D - 97228 Rottendorf

*Standard landline rate from your telephone provider, mobile phone rates may vary

You can also exercise your right of withdrawal by returning the goods without comment. Provided that deviating circumstances do not arise, returning the goods without comment will be understood as a statement of withdrawal.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

EFFECTS OF WITHDRAWAL

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (The costs of return will borne by customer.),without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.
You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us at:

s.Oliver Online Shop
Adolf-Oesterheld-Straße 210
97337 Dettelbach

The deadline is met if you send back the goods before the period of 14 days has expired. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.
The following model withdrawal form complies with all statutory information requirements. It is not necessary to state your withdrawal separately, e.g. by using the form below. It is enough to return the goods without comment.

MODEL WITHDRAWAL FORM

(Complete and return this form only if you wish to withdraw from the contract)

- Send to: s.Oliver Bernd Freier GmbH & Co. KG, s.Oliver-Straße 1, D - 97228 Rottendorf, Germany, E-mail: widerruf@soliver.com

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale for the following goods (*)/for the provision of the following service(*)

- Ordered on (*)/received on (*)

- Name of consumer(s)
- Address of consumer(s)
- Signature of consumer(s) (only if this form is notified on paper)
- Date

(*) Delete as appropriate

DATA PRIVACY AND CREDITOR PROTECTION

As a basic principle, all personal data will be handled confidentially.

Your personal data collected are processed, used and saved for the purpose of handling and carrying out your order. Where necessary, your data will be forwarded to affiliated companies and/or our service partners, who will process and use the data for the purpose of handling your orders.

When data is processed, your interests worthy of protection are taken into account as required by law.

WARRANTY

The consumer can make a claim under the warranty for purchased goods that are defective according to the legal regulations. In particular, the customer can demand supplementary performance (a new delivery or a repair of the defects). s.Oliver is entitled, however, to replace the goods if the repair of defects would incur unreasonable costs. Warranty claims expire two years after the delivery of the goods. When making his/her warranty claim, the buyer must provide the order number, his/her name and address as well as brief information explaining the reasons for the claim. At s.Oliver's request, the customer will send the defective goods for examination at s.Oliver's cost and risk to the following address:

s.Oliver Online Shop
Adolf-Oesterheld-Straße 210
97337 Dettelbach

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INFORMATION ABOUT THE OPERATOR

s.Oliver Bernd Freier GmbH & Co. KG
s.Oliver-Straße 1
D - 97228 Rottendorf
Germany

Telephone: +49 / 9572 / 916 009*

E-Mail: onlineshop@eu.soliver.com

General partner:
s.Oliver Bernd Freier SARL, 1, Grand-Rue, L-8372 Hobscheid, RCS Luxembourg, B 154453

Managing Directors: Thomas Lurz, Mathias Eckert, Johannes Rellecke, Julian Rellecke

Würzburg District Court HRA 3925
VAT ID-no.: DE 811 253 614

Online dispute resolution pursuant to art. 14 sub-section. 1 ODR Regulation:
The European Commission has provided a platform for settling disputes online. You can find this here.
s.Oliver Bernd Freier GmbH & Co. KG is neither willing nor obliged to participate in dispute resolution procedures before a consumer arbitration body.

*Standard landline rate from your telephone provider, mobile phone rates may vary

EXCLUSION OF LIABILITY FOR LINKS TO EXTERNAL WEBSITES

We do not have any influence on the content of websites from other parties that may be linked on our website. We therefore cannot assume responsibility nor liability for these contents. The respective provider or operator of these pages is always responsible. The linked pages were checked for possible and identifiable legal violations at the point in time when the links were placed. No infringements of the law were recognisable at the point in time when the links were placed. However, it is not reasonable to constantly monitor the content of the linked pages without specific signs of infringement. As soon as an infringement of the law becomes known, we will immediately remove the links in question.

Updated: 02.06.2026