

# Consumer Information according to § 312d BGB

This Consumer Information is only binding in the German language version  
(<https://www.luckychef.com/verbraucherinformationen/>); any translations thereof are for your  
convenience only

## **Provider / Contractual Partner**

Lucky Chef GmbH  
Wolfratshauser Str. 40  
82049 Pullach i. Isartal  
Telephone: 089 – 25 00 37 9 - 10  
E-Mail: [info@luckychef.com](mailto:info@luckychef.com)

## **Essential Characteristics of the Provider's Goods and Services**

Sale of chews and (supplementary) food for pets  
Creation of individualized recipe suggestions for feeding pets  
Provision of individually accessible digital content relating to pets  
Sale of digital products  
Sale of kitchen equipment for feed production  
Sale of other products for the preparation of animal feed

## **Prices & Costs**

All prices shown include VAT.

Additional costs may arise when sending by post, the costs of which cannot be shown in advance, i.e. without a specific order process.

## **Payment and Delivery Conditions**

Unless otherwise agreed upon, invoice amounts must be transferred within 7 days of receipt of the invoice to the following account (VR-Bank Donau-Mindel eG, IBAN DE14 7206 9043 0001 9884 68, BIC: GENODEF1GZ2).

Delivery usually takes place within 5 business days from the conclusion of the contract.

## **Liability for Defects**

All goods and digital products delivered by the Provider are subject to liability for defects. Warranty rights expire two years after delivery.

### **Term and Termination Conditions**

When taking out a subscription, the minimum term is 6 months or 12 months, depending on the Customer's choice. After the minimum term has expired, the contract is automatically extended by one month and can be terminated at the end of that month.

Termination takes place via the Customer Account on the Provider's website.

### **Alternative Dispute Resolution pursuant to Art. 14 para. 1 ODR-VO and Section 36 VSBG**

The European Commission provides a platform for online dispute resolution (ODR), which consumers can find at <http://ec.europa.eu/consumers/odr/>. The Provider is not obliged to participate in a dispute resolution procedure before a consumer arbitration board. The Provider does not participate in dispute resolution procedures.

### **Contract Language**

The contract language is German.

### **delivery restrictions**

Lucky Chef GmbH only delivers within the Federal Republic of Germany or the Republic of Austria. No deliveries are made to minors.

### **Right of Withdrawal**

#### **Existence of a Right of Withdrawal – For the LuckyChef+ service and the CookA-Device**

If the Provider's contractual partner acts as a consumer, he or she has a right of withdrawal, unless it is a contract for the purchase of goods that can spoil quickly or whose expiration date would be quickly exceeded, or contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

The consumer has the right to withdraw from a concluded contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, have taken possession of the first goods.

In the case of a contract for the regular delivery of goods over a specified period, the withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, have taken possession of the first goods.

Any revocation should be addressed to: Lucky Chef GmbH, Wolfratshauser Str. 40, 82049 Pullach im Isartal, telephone number: 089/2500379-10, email: [support@LuckyChef.com](mailto:support@LuckyChef.com).

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

### **Consequences of Withdrawal**

If the contract is effectively revoked by exercising the right of withdrawal, the Provider must refund to the consumer all payments that the Provider has received from the consumer, including delivery costs (with the exception of additional costs resulting from the fact that the consumer has chosen a different type of delivery than the cheapest standard delivery offered by the Provider), promptly and at the latest within fourteen days from the day on which the Provider received notification of the consumer's exercise of its right of withdrawal from this contract. For this refund, the Provider will use the same means of payment that the consumer used for the original transaction, unless something else was expressly agreed with the consumer; under no circumstances will you be charged a fee to the consumer for this refund.

The Provider may refuse repayment until he has received the goods back or until the consumer has provided evidence that he has returned the goods, whichever is earlier.

The consumer must return or hand over the goods to the provider promptly and in any event no later than fourteen days from the date on which the provider was informed of the withdrawal from this contract. This deadline is met if the consumer sends the goods before the expiry of the fourteen-day period. The consumer bears the direct cost of returning the goods.

The consumer is only liable for any loss of value of the goods if this loss of value is due to handling by the consumer which is not necessary to check the quality, properties and functioning of the goods.

Besides the online form, available under <https://www.luckychef.com/en/contact-help/returns-and-reclamations/>, the following form can be used for withdrawal:

To

Lucky Chef GmbH  
Wolfratshauser Str. 40  
82049 Pullach im Isartal  
eMail: support@LuckyChef.com

I/we (\*) hereby withdraw from the contract concluded by me/us (\*) for the purchase of the following goods (\*) / the provision of the following service (\*):

- ordered on (\*) / received on (\*):
- Name of the consumer (\*):

- Address of the consumer (\*):
- Signature of the consumer (\*) (only for notification on paper):
- Date

(\*) Delete as appropriate

### **Existence of a Right of Withdrawal – For other products of LuckyChef GmbH**

If the provider's contractual partner acts as a consumer, he or she has a right of withdrawal, unless it is a contract for the purchase of goods that can spoil quickly or whose expiration date would be quickly exceeded, or contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

The consumer has the right to withdraw from a concluded contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, have taken possession of the first goods. In the case of a contract for the regular delivery of goods over a specified period, the withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, have taken possession of the first goods.

Any revocation should be addressed to: Lucky Chef GmbH, Wolfratshauser Str. 40, 82049 Pullach im Isartal, telephone number: 089/2500379-10, email: [support@LuckyChef.com](mailto:support@LuckyChef.com).

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

### **Consequences of Withdrawal**

If the contract is effectively revoked by exercising the right of withdrawal, the Provider must refund to the consumer all payments that the Provider has received from the consumer, including delivery costs (with the exception of additional costs resulting from the fact that the consumer has chosen a different type of delivery than the cheapest standard delivery offered by the Provider), promptly and at the latest within fourteen days from the day on which the Provider received notification of the consumer's exercise of its right of withdrawal from this contract. For this refund, the Provider will use the same means of payment that the consumer used for the original transaction, unless something else was expressly agreed with the consumer; under no circumstances will you be charged a fee to the consumer for this refund.

The Provider may refuse repayment until he has received the goods back or until the consumer has provided evidence that he has returned the goods, whichever is earlier.

The consumer must return or hand over the goods to the provider promptly and in any event no later than fourteen days from the date on which the provider was informed of the withdrawal from this contract. This deadline is met if the consumer sends the goods before the expiry of the fourteen-day period. The consumer bears the direct cost of returning the goods.

The consumer is only liable for any loss of value of the goods if this loss of value is due to handling by the consumer which is not necessary to check the quality, properties and functioning of the goods.

Besides the online form, available under <https://www.luckychef.com/en/contact-help/returns-and-reclamations/>, the following form can be used for withdrawal:

To

Lucky Chef GmbH, c/o Portica GmbH Marketing Support  
Von-Galen-Str. 35  
47906 Kempen  
e- mail: [support@LuckyChef.com](mailto:support@LuckyChef.com)

I/we (\*) hereby withdraw from the contract concluded by me/us (\*) for the purchase of the following goods (\*) / the provision of the following service (\*):

- ordered on (\*) / received on (\*):
- Name of the consumer (\*):
- Address of the consumer (\*):
- Signature of the consumer (\*) (only for notification on paper):
- Date

(\*) Delete as appropriate