



General Terms and Conditions of FPO Sales and Delivery of PM-International AG ("PM-International")

1. SCOPE; CONTRACT LANGUAGE

1.1. These General Terms and Conditions of Sales and Delivery ("GTC") apply to contracts concluded between you (consumer or distribution partner, collectively referred to as the Customer) and us, PM-International AG, located at An der Hofweide 17, D-67346 Speyer (hereafter "PM-International"), represented by Board of Directors: Mr. Patrick Bacher (Chairman), Mr. Sven Palla, Mr. Timo Kruppenbacher and Mr. Sascha Gamper, professionally residing there, via this FPO Online Shop.

1.2. The contract language is English. Translations of these terms and conditions into other languages are provided for your information only. In the event of any discrepancies between the language versions, the English text shall prevail.

2. CONCLUSION OF THE CONTRACT

2.1. The presentation of goods and services in our FPO Online Shop is not a legally binding offer from our side.

2.2. By clicking the „Buy Now“ button in the final step of the ordering process, you submit a binding offer to purchase the goods in the order overview. A contract between you and PM-International is concluded as soon as we accept your order by a separate email or dispatch the goods. Please regularly check the SPAM folder of your email inbox.

3. TECHNICAL STEPS UNTIL CONCLUSION OF CONTRACT AND CORRECTION OF INPUT ERRORS; REGISTRATION IN OUR FPO ONLINE SHOP

3.1. You can only access and order goods in our FPO Online Shop if you are a registered user. As a registered user, you do not need to provide your personal data every time; instead, you can simply log into your customer account using your email address and the password you chose during registration, either before or during an order. Registering alone does not entail any obligation to purchase the goods offered by us. For information on how we process your data, please refer to our Data Privacy Policy, which you find at the bottom line of our FPO Online Shop.

3.2. Orders from the FPO Online Shop are limited as indicated.

3.3. During the ordering process, you first add the goods you wish to purchase to your shopping cart. There, you can adjust the quantity of items or remove selected items at any time before ordering. If you have items in your cart, clicking the „Next“ buttons will take you to a page where you can select the shipping and payment method. Finally, an overview page will open where you can review your information. You can correct input errors (e.g., regarding payment method, data, or desired quantity) by clicking „Change“ next to the respective field. If you wish to cancel the ordering process entirely, you can simply close your browser window. Otherwise, clicking the „Buy Now“ confirmation button will render your declaration binding in accordance with Section 2 (2) of these GTC.

4. CONTRACTUAL DOCUMENTS

The contractual terms, including information about the ordered goods along with these GTC, will be sent to you via email upon acceptance of the contract offer or notification thereof. We do not store the contractual terms.

5. RIGHT OF WITHDRAWAL FOR CONSUMERS

5.1. You have a right of withdrawal in accordance with the statutory provisions.

5.2. If you, as a consumer, exercise your right of withdrawal pursuant to paragraph 1, you have to bear the regular costs of returning the goods.

5.3. Further information and the conditions for the exercise of your right of withdrawal can be found in the Right of Withdrawal Section in the FPO Online Shop.



6. DELIVERY CONDITIONS; TRANSPORT DAMAGES

- 6.1. We deliver the goods according to the agreements made with you. Any shipping costs are stated in the product description and will be separately indicated on the invoice.
- 6.2. Shipping costs for all orders are as indicated during the ordering process.
- 6.3. Further information is available as indicated on the bottom of the website of the FPO Online Shop.
- 6.4. PM-International bears the risk of transportation.

7. PRICES

All price information in our online shop is gross prices including statutory value-added tax and is subject to additional shipping costs.

8. RETENTION OF TITLE

The goods remain the property of PM-International until full payment has been received.

9. PAYMENT TERMS

- 9.1. The purchase price and shipping costs are due for payment immediately upon ordering. Payment for the goods can be made as indicated during the ordering process. PM-International reserves the right to exclude certain payment methods in individual cases.
- 9.2. Payment by sending cash or checks is unfortunately not possible. We exclude liability in the event of loss.
- 9.3. You are not entitled to set off against our claims unless your counterclaims have been legally established or are undisputed. You are also not entitled to set off if you assert complaints about defects or counterclaims arising from the same purchase contract.
- 9.4. As a buyer, you may only exercise a right of retention if your counterclaim arises from the same purchase contract.

10. VOLUNTARY RETURN POLICY

The voluntary return policy outlined below does not affect your statutory rights and claims, which you can exercise free of charge. In particular, your statutory right of withdrawal and statutory warranty rights remain unaffected and fully available to you. The statutory right of withdrawal applies (see Clause 6 and Right of Withdrawal Policy).

In addition, we grant the following conditions for returns:

Return Policy under the 30-Day Money Back Guarantee:

Every consumer can return ordered FitLine products within 30 days from the date of invoice issued by PM-International if not satisfied. To do so, the FitLine products must be returned to PM-International as a sufficiently prepaid package. PM-International will then issue a credit note for the amount of the purchase price paid. If you want to make use of the 110% guarantee, meaning the refund of 110% of the paid amount, the customer's/interested party's name, address, and reason for return must be provided on the return receipt.

Extended Return Policy 90 Days:

Every Team Partner and every consumer can return ordered goods within 90 days from the date of invoice issued by PM-International, provided that they are intact, unopened, and resalable (the products must have 3 months or more until the best before date), without providing reasons. To do so, the goods must be returned to PM-International with a fully and correctly completed return receipt, as well as a fully prepaid package. PM will then issue a credit note for the amount of the purchase price paid.

Please always use our withdrawal form for your returns: [\[Click Here\]](#)



11. WARRANTY

11.1. If the goods purchased and delivered from our online shop are defective, you are entitled, within the scope of statutory provisions, to request replacement, withdraw from the contract, or reduce the purchase price.

11.2. The limitation period for warranty claims for the delivered goods is two years from the delivery of the goods. Claims for hidden defects expire within the regular limitation period.

11.3. If we have given a separate warranty in individual cases, this warranty is in addition to the abovementioned statutory warranties.

12. LIABILITY

12.1. We shall be liable to you in all cases of contractual and non-contractual liability for intent and gross negligence in accordance with the statutory provisions for damages or reimbursement of expenses.

12.2. Notwithstanding paragraph 3 below, in all other cases, we are only liable for breaches of contractual obligations that are essential for the proper execution of the contract and on whose fulfillment you as the customer regularly rely, limited to the compensation of foreseeable and typical damages. In all other cases, our liability is excluded.

12.3. Our liability for damages resulting from injury to life, body, or health and under product liability laws shall remain unaffected by the above limitations and exclusions of liability.

13. COPYRIGHT AND USAGE RIGHTS

We hold copyright or usage rights to all images, videos, and texts published in our FPO Online Shop. You may not use any of the images, videos, or texts without our express consent.

14. APPLICABLE LAW

14.1. The laws of the country in which PM-International is located shall apply, excluding the UN Convention on Contracts for the International Sale of Goods.

14.2. In the event that you have your regular residence outside of this country, the laws of this country shall also apply, with mandatory provisions of the state in which you have your habitual residence remaining unaffected.

14.3. Dispute Resolution: The European Commission has created a platform for online dispute resolution. The platform serves as a point of contact for out-of-court resolution of disputes concerning contractual obligations arising from online purchase contracts. Further information is available at the following link: <http://ec.europa.eu/consumers/odr>. We are willing to participate in dispute resolution proceedings before a consumer arbitration board.

14.4. We endeavor to resolve any disagreements arising from our contractual relationship amicably. Therefore, please contact us so that we can find a solution together.

January 2026