

General Terms and Conditions of Sales and Delivery of PM-International UK Service Limited (“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 UK, located at UNIT 3 Chase Park, NG2 4GT Nottingham (hereafter “PM-International”), represented by Andrea Draeger and Magdalena Jarmola, professionally residing there, via this Online Shop.

1.2. The contract language is exclusively 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. APPLICABLE LAW

The laws of England and Wales shall apply, excluding the UN Convention on Contracts for the International Sale of Goods and any provisions of private international law.

3. BASIS OF THE CONTRACT

3.1. The presentation of goods and services in our online shop constitutes an invitation to contract (*invitatio ad offerendum*) and not a legally binding offer.

3.2. By clicking the „Buy Now” button in the final step of the ordering process, you submit a binding offer to purchase or book the goods and/or services displayed in the order overview. Immediately after submitting the order, you will receive an order confirmation, which, however, does not constitute acceptance of your offer. Please regularly check the SPAM folder of your email inbox.

3.3. These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by law, trade custom, practice or course of dealing.

3.4. The Customer is responsible for ensuring that the terms of the Order are complete and accurate.

3.5. The Order shall only be deemed as accepted when PM-International issues a written order confirmation of the Order by email, at which point the Contract shall come into existence. PM-International are under no obligation to accept an Order that is submitted by the Customer and is not required to provide a reason where it rejects an Order submitted to it.

3.6. You warrant that the personal information which you are required to provide when you register is true, accurate, current and completed in all respects; and you are not impersonating any other person or entity.

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

4.1. 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 enter your data and then 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 3 (2) of these GTC.

4.2. You can only order goods in our 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 Online Shop.

5. CONTRACTUAL DOCUMENTS

The contractual terms, including information about the ordered goods and/or booked services, along with these GTC, will be sent to you via email upon acceptance of the contract offer or notification thereof.

6. RIGHT OF WITHDRAWAL FOR CONSUMERS

6.1. If you are a consumer (i.e., a natural person who places an order for purposes that cannot be attributed to your commercial or self-employed professional activity), you have a right of withdrawal in accordance with the statutory provisions.

6.2. 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.

6.3. Furthermore, the regulations regarding the right of withdrawal are as detailed in the Right of Withdrawal Section in the online shop.

7. SUBSCRIPTIONS; DURATION AND CANCELLATION

7.1. Subscriptions offer customers discounts on the prices applicable at the time of purchase for regular, recurring deliveries of certain products. Consumers can choose between delivery intervals of 30 or 90 days. Distribution partners are only provided with the 90-day delivery interval option. When selecting the 30-day delivery interval, the ordered products are delivered at 30-day intervals, and when selecting the 90-day delivery interval, the ordered products are delivered at 90-day intervals. Upon subscribing to a subscription, products will be automatically ordered for you and delivered to you at the frequency chosen by you at the time of subscription, without further action required from you. Certain details of the subscription and the product (including price, discount, and availability) may change over time. Each subscription order is subject to the applicable subscription and product details. Prior to the shipment of each subscription order, you will receive the shipment information.

7.2. The products ordered in the subscription will be invoiced at monthly intervals.

7.3. Deliveries to the customer at the selected intervals are made without a minimum term and are unlimited in duration, i.e., until the customer cancels their subscription. Cancellation is possible at any time via email or through the cancellation form provided on the PM-International website.

7.4. We reserve the right to cancel your subscriptions at any time. If your subscription is canceled, you will receive a corresponding notification via email. You will only be charged for subscription orders for which you have already received a shipping confirmation.

8. DELIVERY CONDITIONS; TRANSPORT DAMAGES

8.1. 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.

8.2. PM-International shall ensure that each delivery of the Goods is accompanied by a delivery note that shows the date of the Order, the type and quantity of the Goods, the total cost of the Goods and the outstanding balance for the Goods if you have chosen to pay via a monthly subscription.

8.3. PM-International shall deliver the Goods to the location set out in the Order. PM-International issues invoices for subscription orders with split payments only; for all regular Orders, no invoice accompanies the shipment, and only the delivery note is provided. Invoices, where applicable, are sent to the Customer separately by email.

8.4. Delivery is completed on the completion of unloading of the Goods at the location set out in the Order.

8.5. Any dates or timescales quoted for delivery are approximate only, and the time of delivery is not of the essence. PM-International shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event or the Customer's failure to provide adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.,

8.6. For customers within United Kingdom:

The delivery time is 'next day' from the conclusion of the contract. We aim to deliver orders on the next working day after dispatch. However, delivery times may vary during busy periods, promotional events, or due to factors outside our control. While we always strive to meet our usual delivery timeframe, next-day delivery cannot be guaranteed during peak demand.

At PM-International UK, regardless of the order value, consumers pay a shipping flat rate of £5.50

For customers only, the shipping flat rate is waived for orders over £45.00

Distribution partners pay a shipping flat rate of £5.50 regardless of the order value.

PM-International assumes the transport risk.

9. PRICES

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

10. RETENTION OF TITLE

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

11. PAYMENT TERMS

11.1. The purchase price and shipping costs are due for payment immediately upon ordering. Payment for the goods can be made by Debit Card, Paypal, Google Pay, Apple Pay or by Bank Transfer. PM-International reserves the right to exclude certain payment methods in individual cases.

11.2. Payment by sending cash or cheques is not possible. We exclude liability in the event of loss.

11.3. 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.

11.4. As a buyer, you may only exercise a right of retention if your counterclaim arises from the same purchase contract.

11.5. If a Customer has signed up for a 30 day subscription they will pay for the goods and delivery charges on the selected date and the goods will be dispatched and delivered shortly afterwards and this will continue to occur each and every month until the subscription is cancelled.

11.6. Alternatively, if a Customer has signed up for a 90 day subscription they will pay an instalment at the time of ordering together with the delivery costs and then the remaining balance will be split over two further monthly payments. The Customer shall pay each monthly payment on the dates stipulated within the order confirmation and invoice enclosed within the delivery of the Goods.

11.7. If the credit or debit card payment is not processed successfully, PM-International reserve the right to reprocess the payment within a reasonable period of time and may attempt to do this several times prior to passing the matter to a debt collection agency. In the event that the payment is unsuccessful, you will be notified by sending an email to the email address you have provided to us.

11.8. PM-International may increase the price of its Goods at any time without notice and the Customer should refer to the Website for up-to-date prices of Goods. Notwithstanding the foregoing, PM-International will use its reasonable endeavours to notify a Customer of price increases to the Goods that may apply to the Customer including those Goods ordered on both a 30 and 90 day subscription.

11.9. If the Customer fails to make a payment due, the Customer shall pay a late payment fee of £10.00 together with interest on the overdue sum at the rate of 8% above the Bank of England's base rate per annum.

11.10. PM-International shall also be entitled to recover all debt recovery costs reasonably incurred.

12. 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 UK if not satisfied. To do so, the FitLine products must be returned to PM as a sufficiently prepaid and fully prepaid package. PM will then issue a credit note for the amount of the purchase price paid. Promotional materials and sales aids are excluded from the satisfaction guarantee.

Extended Return Policy 90 Days:

Every Team Partner and every consumer can return ordered PM products 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 PM products 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. Shipping costs are non-refundable. Promotional materials and sales aids are excluded from the extended return policy.

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

13. WARRANTY

13.1. 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.

13.2. The limitation period for warranty claims for the delivered goods is two years from the delivery of the goods. Claims for defects that we have fraudulently concealed expire within the regular limitation period.

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

14. LIABILITY

14.1. 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.

14.2. The restrictions on liability in this clause apply to every liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.

14.3. Nothing in this Contract limits any liability which cannot legally be limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of the terms implied by section 12 of the Sale of Goods Act 1979, or defective products under the Consumer Protection Act 1987.

14.4. Subject to the above, PM-International's total liability shall in no circumstances exceed the total price paid for the Goods under the Contract.

14.5. Subject to clause 14(3), the following types of loss are wholly excluded: any loss (whether direct or indirect) of profits, sales or business, revenue, anticipated savings, reputation or goodwill; any special, indirect or consequential loss, costs, damages, charges or expenses, however arising; and any business interruption, loss of business, contracts and/or opportunity.

14.6. This clause 14 shall survive termination of the Contract.

15. TERMINATION

Without limiting its other rights or remedies, PM-International may terminate this Contract with immediate effect by giving written notice to the Customer if: (i) the Customer fails to pay any amount due under the Contract on the due date for payment; or (ii) the Customer commits a material breach of any term of the Contract and (if such breach is remediable) fails to remedy that breach within 14 days of being notified in writing to do so.

16. COPYRIGHT AND USAGE RIGHTS

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

17. GENERAL

17.1. The Contract is governed by and interpreted in accordance with the law of England and Wales and the parties agree to submit to the exclusive jurisdiction of the English courts in relation to any matter or dispute arising out of or in connection with it.

17.2. PM-International may at any time assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with all or any of its rights or obligations under the Contract. The Customer may not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust or deal in any other manner with any or all of its rights or obligations under the Contract without the prior written consent of PM-International.

17.3. The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

17.4. No variation of this Contract shall be effective unless it is in writing and signed by the parties (or their authorized representatives).

April 2026