General Terms and Conditions (GTC) of SKINLING OG

As of: 20.07.2026

1) Scope of Application

1.1 These General Terms and Conditions (hereinafter the “GTC”) of

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shall apply to all contracts for the delivery of goods concluded by a consumer or entrepreneur (hereinafter the “Customer”) with the Seller by means of distance communication. The inclusion of the Customer’s own terms and conditions is hereby rejected.

A consumer is any natural person who enters into a transaction for purposes that are outside their trade, business or profession.

For the purposes of these GTC, an entrepreneur is a natural or legal person or a partnership with legal capacity who, when entering into a legal transaction, acts in the course of their commercial or self-employed professional activity. Stock corporations, limited liability companies, commercial and economic cooperatives, mutual insurance associations, savings banks, European Economic Interest Groupings (EEIG), European Companies (SE) and European Cooperative Societies (SCE) are entrepreneurs by virtue of their legal form.

2. Conclusion of Contract

2.1 The product descriptions contained in the Seller’s online shop do not constitute binding offers by the Seller; rather, they serve as an invitation to the Customer to submit a binding offer.

2.2 The Customer may submit an offer using the order form integrated into the Seller’s online shop. After configuring the selected goods or services and completing the electronic ordering process, the Customer submits a legally binding contractual offer relating to the goods or services contained in the shopping cart by clicking the button that completes the ordering process. Upon receipt of the Customer’s order, the Customer will receive a separate automated confirmation of receipt of the order. Such confirmation does not yet constitute acceptance of the offer.

2.3 The Seller may accept the Customer’s offer within three business days
• by sending the Customer a written order confirmation or an order confirmation in text form (e.g. by e-mail), whereby receipt of the order confirmation by the Customer shall be decisive, or
• by requesting payment from the Customer after the order has been submitted.

If both occur, the contract shall be concluded at the earlier point in time. The period for acceptance of the offer shall commence on the day following submission of the offer by the Customer and shall end upon expiry of the third business day following submission of the offer. If the Seller does not accept the Customer's offer within the above period, this shall be deemed rejection of the offer, with the consequence that the Customer shall no longer be bound by their declaration of intent.

2.4 If an offer is submitted via the Seller's online order form, the text of the contract shall be stored by the Seller after conclusion of the contract and sent to the Customer in text form (e.g. by e-mail) after the Customer's order has been submitted. Beyond this, the contract text shall not be accessible.

2.5 The German language is available for the conclusion of the contract.

2.6 Order processing and communication shall generally take place by e-mail and through automated order processing. The Customer shall ensure that the e-mail address provided for order processing is correct and that e-mails sent by the Seller can be received at that address. In particular, when using SPAM filters, the Customer shall ensure that all e-mails sent by the Seller or by third parties commissioned by the Seller to process the order can be delivered.

3. Right of Withdrawal

3.1 Consumers residing in the EU generally have a right of withdrawal when concluding a distance contract. For further details, please refer to the withdrawal notice.

A distance contract is a contract between the Seller and a consumer which is concluded without the simultaneous physical presence of the Seller and the consumer, whereby, up to and including the conclusion of the contract, only means of distance communication (e-mail, Internet, telephone) are used.

4. Prices and Payment Terms

4.1 Unless otherwise stated in the Seller's product and service descriptions, the prices stated in the online shop are total prices including statutory VAT, but excluding delivery costs. The applicable delivery costs shall be calculated when the recipient's address is entered during the ordering process.

4.2 The payment methods accepted by the Seller are credit card and PayPal.

4.3 The transport service providers used by the Seller are Post and DHL.

5. Retention of Title / Rights

5.1 In relation to its Customers, whether consumers or entrepreneurs, the Seller shall retain title to the goods supplied until the purchase price owed has been paid in full.

6. Delivery and Shipping Terms

6.1 We deliver our products worldwide.

6.2 Goods shall be delivered by shipment to the delivery address specified by the Customer.

6.3 If the Customer acts as an entrepreneur, the risk of loss of or damage to the goods sold shall pass to the Customer as soon as the Seller has handed the goods over to the carrier, freight forwarder or other person or company designated to carry out the shipment. If the Customer acts as a consumer, the risk shall pass to the consumer only once the goods have been delivered to the consumer or to a third party designated by the consumer other than the carrier. However, if the consumer has concluded the contract of carriage themselves without making use of an option selected by the entrepreneur, the risk shall pass upon handover of the goods to the carrier.

6.4 If the Seller incurs additional costs due to an incorrect delivery address, incorrect addressee or other circumstances that make delivery impossible, such costs shall be reimbursed by the Customer unless the Customer is not responsible for the incorrect information or impossibility of delivery. The same shall apply if the Customer was temporarily prevented from accepting delivery, provided that the Seller had previously given reasonable notice of delivery, unless the Customer, as a consumer, validly exercises their right of withdrawal.

6.5 If delivery is delayed due to force majeure (e.g. pandemic, strike, severe weather, disasters, war, etc.), the delivery period shall be extended by the duration of the resulting delay. Any resulting claims for damages shall be excluded. For Customers who are entrepreneurs, this shall also apply if the delivery delay is due to other reasons attributable to suppliers. The Customer's statutory right to withdraw from the contract after setting a reasonable additional period shall remain unaffected.

7. Warranty / Liability

7.1 The Skinliner is a wellness and personal-care product. It is not a medical device and is not intended for the diagnosis, treatment or prevention of diseases. No health-related, medical or preventive effects are warranted or promised.

7.2 The statutory warranty provisions shall apply. The Seller shall be liable for ensuring that, in addition to the contractually agreed characteristics, the goods possess the objectively required characteristics. This shall not apply insofar as, at the time of conclusion of the contract, the consumer expressly and separately agrees to a deviation of a specific characteristic from the objectively required characteristics; the Customer does so by placing the order after having been specifically informed of such deviation in the product description.

Important instructions for proper use:
The Skinliner may only be used in accordance with the enclosed instructions and the videos provided by the Seller. Use around the eyes or on mucous membranes is prohibited. The product may only be used on healthy, intact skin; existing injuries, inflammations or other skin damage must be excluded from use.

- Use the product only on the skin areas intended for this purpose.
- Avoid excessive pressure during use.
- Do not use the product in environments with temperatures above 40°C (e.g. sauna).
- Discontinue use in the event of skin irritation or intolerance reactions.
- If you have existing skin conditions or health limitations, please consult a doctor before first use.
- If you are uncertain whether the product is suitable for your individual circumstances, please consult a doctor beforehand.

Improper use, in particular failure to observe the instructions for use or warnings, may result in the exclusion of claims.

The statutory warranty rights shall remain unaffected.

If the Customer acts as an entrepreneur:
• an insignificant defect shall generally not give rise to warranty claims;
• the Seller shall have the right to choose the type of remedy for defects;
• the limitation period shall not recommence if replacement delivery is made under the warranty.

If the Customer acts as an entrepreneur within the meaning of the Austrian Commercial Code (UGB), the Customer shall be subject to the commercial duty to inspect and give notice of defects pursuant to Section 377 UGB. If the Customer fails to comply with the notification obligations stipulated therein, the goods shall be deemed approved.

7.3 The Seller's liability for slight negligence towards entrepreneurs shall be excluded, except in cases involving personal injury. The Seller's liability towards consumers for slight negligence shall be excluded unless it concerns a breach of a material contractual obligation or personal injury. These limitations of liability shall also apply with regard to the Seller's liability for its vicarious agents and legal representatives.

8. Place of Jurisdiction / Applicable Law

8.1 All legal relationships between the parties shall be governed by the law of the Republic of Austria, excluding the UN Convention on Contracts for the International Sale of Goods (CISG). For deliveries to consumers residing or habitually residing in the EU, this choice of law shall apply insofar as it does not deprive the consumer of the protection afforded by mandatory provisions of the law of the country in which the consumer has their habitual residence. The statutory right of withdrawal under the Austrian Distance and Outward Transactions Act (FAGG) is not affected by this choice of law and shall remain unaffected insofar as it exists under the applicable mandatory provisions of the law of the country in which the consumer has their habitual residence.

8.2 In relations with entrepreneurs, the court with subject-matter jurisdiction at the Seller's registered office shall be agreed as the exclusive place of jurisdiction.

8.3 The place of performance shall be the Seller's registered office.

9. Special Provisions for Entrepreneurs (B2B)

9.1 The following provisions shall apply in addition to the above GTC to all contracts and business relationships between SKINLING OG and entrepreneurs within the meaning of the Austrian Commercial Code ("Partners") who purchase SKINLING OG products for the purpose of resale or commercial use (in particular in studios, spas, saunas and wellness facilities).

9.2 The products are expressly not medical devices and are not intended for the diagnosis, treatment or prevention of diseases. The Partner is prohibited from asserting or suggesting to its customers any medical, therapeutic or health-related effects.

9.3 Prices:
The prices quoted by SKINLING OG to Partners are net prices plus statutory VAT.

SKINLING OG may issue recommended retail prices (RRP) for individual products. The Partner remains legally free to determine its prices, but undertakes to preserve the SKINLING brand image and not to pursue pricing strategies that are manifestly market-distorting or damaging to the reputation of the brand.

9.4 Marketing:
The Partner undertakes to distribute the products exclusively in the manner intended by SKINLING. The use of trademarks, logos, images and other advertising materials is permitted only within the scope of the contractual agreements and in accordance with SKINLING's brand identity. Misleading, disparaging or brand-value-damaging representations are prohibited.

The Partner acknowledges that the products distributed by SKINLING — in particular the Skinliner — as well as their design, functionality, packaging, brand identity and underlying concept are the result of substantial entrepreneurial and creative efforts by SKINLING.

The Partner is prohibited from imitating the products, their design or their marketing concept, or from having them imitated by third parties. This includes in particular:
• imitated or confusingly similar product shapes;
• unauthorized use of trademarks, logos, designs and product names;
• adoption of the overall appearance ("look & feel") of the products or the brand identity.

In the event of violations of these provisions, SKINLING shall be entitled to assert claims for injunctive relief and damages and to terminate the business relationship with the Partner with immediate effect pursuant to Section 9.8.

9.5 Use, Instruction and Information Obligations

The Partner undertakes to use the products exclusively for their intended purpose and to strictly observe and implement the application, safety and warning instructions provided by SKINLING at its premises, and to pass them on to and appropriately instruct the end customer.

The Partner is obliged, before or during each application, to provide its end customers with comprehensive information regarding:
• the proper use of the product;
• the essential safety instructions (in particular: no use around the eyes, on mucous membranes, on injured skin or in excessive heat; no use by children; no use if the product is visibly damaged);
• the absence of a medical intended purpose and the user's own responsibility.

The Partner is prohibited from making health-related, medical or therapeutic statements about the products or from making any claims of healing effects.

The Partner shall bear sole responsibility for the proper performance of applications on end customers at its premises. The Partner shall ensure that all persons who use the products (employees, subcontractors) possess sufficient knowledge and skills and are familiar with the safety instructions.

SKINLING shall have no obligation in the B2B relationship to provide training or supervise use; any introductions or demonstrations shall be provided voluntarily and shall not establish any continuing duty of supervision.

9.6 Partner Liability, Indemnification and Limitation of SKINLING's Liability

The Partner shall be liable to SKINLING for all damages, expenses and disadvantages arising from a breach of these B2B provisions, in particular its obligations under Section 9.5 (information and instruction obligations, prohibition of medical statements), or from improper use of the products.

The Partner undertakes to indemnify and hold SKINLING harmless from all third-party claims (in particular those of end customers) arising from:
• improper use or application of the products attributable to the Partner;
• insufficient instruction or incorrect information provided by the Partner;
• impermissible medical or health-related statements made by the Partner,
to the extent that this is not precluded by mandatory statutory liability provisions. This shall also include reasonable legal defence costs.

SKINLING shall not be liable for damage resulting from improper use, incorrect handling or insufficient instruction by the Partner.

A defect within the meaning of the statutory warranty shall in particular not exist where the defect is attributable to improper use, incorrect storage or modifications to the products by the Partner.

9.7 Additional Products and Ingredients (B2B)

As part of B2B deliveries, additional products (e.g. oils or care products) may be included which are sourced from external manufacturers and distributed under the SKINLING brand. In this respect, SKINLING acts as the distributor placing the products on the market.

Responsibility for the composition, ingredients and compatibility of such additional products lies with the respective manufacturer. SKINLING shall not be liable for allergic reactions, individual intolerances or adverse side effects unless SKINLING is itself at fault and provided that no mandatory statutory liability provisions apply.

9.8 Termination of the Business Relationship

SKINLING shall be entitled to terminate the business relationship with a Partner for good cause with immediate effect. Good cause shall in particular exist if:
• the Partner breaches material obligations under these B2B provisions;
• the products are used or advertised in a manner that materially impairs the SKINLING brand image;
• the Partner makes impermissible medical or health-related claims in connection with the products; or
• other abusive uses of the products occur.

Termination shall not affect payment claims that have already arisen or any claims for damages.