

Terms of use

Your contracting partner is

Universal Music GmbH (“Universal Music“, “we”)

Mühlenstraße 25, D-10243 Berlin, Germany

Managing Director: Frank Briegmann

Commercial Register: Amtsgericht Charlottenburg HRB 158632

Please send returns to the return address ([click here](#)).

1. Scope of application

1.1 The following General Terms and Conditions ("Terms") shall apply exclusively to your order(s) in our online shop according to the valid version at the time of placing the order.

1.2. Our online shop applies exclusively to consumers (§ 13 of the German Civil Code). By placing an order you confirm to purchase for private purposes exclusively.

1.3 An order in our online shop is possible starting from an age of 16.

2. Products, formation of contract

2.1 If no size selection is given for textiles, we supply standard sizes (Boy or Freesize: ca. XL, Girlie or Small: ca. S).

2.2 The presentation of the products in the online shop is not a legally binding offer, but a non-binding online catalogue.

2.3 By clicking on the button "Order and Pay", you are placing a binding order for the products in your shopping basket ("Offer"). By completing the order, you agree to accept our General Terms and Conditions for the order. The order text is not stored by us and can no longer be retrieved after the order process has been completed. However, you can print out your order data immediately after sending the order and you will also receive an order confirmation by e-mail. This concludes a binding purchase contract.

2.4 By placing your order (in the case of electronic orders via the shop by clicking on the button "Order and Pay"), you agree that contract-related communication can also take place in electronic form.

2.5 You can only order the products in household quantities or in the maximum quantity indicated on the respective product detail page.

3. Availability of products

If products ordered are not available at the time of the order, we reserve the right not to accept the order of the product(s), so that no contract is concluded. You will be informed about this. Payments already made will be refunded to you immediately. The same applies if, after ordering and before delivery, the ordered product is classified as "FSK 18E" by the Voluntary Self-Regulation of the Film Industry. In this case, age verification after ordering is no longer possible for technical reasons.

4. Protection of minors

A delivery of a product which is subject to an age restriction and/or has been classified as "FSK" 18 by the Voluntary Self-Regulation Body of the Film Industry, will only be dispatched with an age and identity check.

5. Right of revocation

5.1 Right of revocation for contracts for the sale of products

Information regarding revocation

Revocation right

You have the right to revoke your contract within 14 days without giving any reasons. The period of revocation is 14 days from the day on which you, or a third party designated by you (but who is not the carrier), took possession of the last item of merchandise.

In order to exercise your right of revocation you must notify us (Universal Music GmbH, c/o good-stock GmbH & Co. KG, Alexander-Meißner-Str. 78-80, 12526 Berlin, Bohnsdorf / Deutschland, Telefon: +49 30 311 97 736, E-Mail: service@universal-music.de) of your decision to revoke the contract by sending us an unequivocal declaration (e.g. a letter sent by post or an e-mail). If you wish, you may use the following revocation form, but there is no requirement to do so.

You will be deemed to have complied with the revocation period if you send your notice of revocation before such period expires.

Consequences of revocation

If you revoke this contract, we are required to refund all payments we received from you, including delivery costs (except any additional costs incurred as a result of you choosing a delivery method other than the lowest-cost standard delivery offered by us), without undue delay and at least within 14 days from the day on which we received your notice of revocation of this contract. Refunds will be processed using the same method of payment which you used for the original transaction, unless expressly agreed otherwise with you. We will not charge you any fees for the refund. We may hold off completing your refund until we have received the merchandise back, or you have supplied us with proof that you have returned the merchandise, whichever occurs earlier.

You are obliged to return or hand over all merchandise to us (Bravado Merchandise – a Division of Universal Music GmbH, c/o good-stock GmbH & Co. KG, Alexander-Meißner-Str. 78-80, 12526 Berlin, Bohnsdorf / Deutschland) without undue delay, but at least within 14 days from the day on which you gave us your notice of revocation of this contract. The above requirement is deemed satisfied if you return the goods before expiry of the 14-day period.

You bear the direct costs of returning the merchandise.

You are only obliged to cover any depreciation in the value of merchandise if the depreciation is attributable to your improper handling of the merchandise when examining its condition, properties and function.

End of Information Regarding Revocation

Revocation form

(If you wish to revoke the contract, please complete this form and return it to us)

Attn: Universal Music GmbH, c/o good-stock GmbH & Co. KG, Alexander-Meißner-Str. 78-80, 12526 Berlin-Bohnsdorf / Germany, E-Mail: service@universal-music.de Tel: +49 30 311 97 736:

I/we (*) hereby revoke the contract concluded by me/us (*) to purchase the following merchandise (*):

- **ordered on (*)/received on (*)**
- **name of customer(s)**
- **address of customer(s)**
- **Signature of customer(s) (only for notification on paper)**
- **date**

(*) Delete where applicable

5.2 Right of withdrawal for digital content

Information Regarding Revocation

Revocation Right

You have the right to revoke your contract within 14 days without giving any reasons. The period of revocation is 14 days from the day on which you, or a third party designated by you (but who is not the carrier), took possession of the last item of merchandise.

In order to exercise your right of revocation you must notify us (Universal Music GmbH, c/o good-stock GmbH & Co. KG, Alexander-Meißner-Str. 78-80, 12526 Berlin, Bohnsdorf / Deutschland, Telefon: +49 30 311 97 736, E-Mail: service@universal-music.de) of your decision to revoke the contract by sending us an unequivocal declaration (e.g. a letter sent by post or an e-mail). If you wish, you may use the following revocation form, but there is no requirement to do so.

You will be deemed to have complied with the revocation period if you send your notice of revocation before such period expires.

Consequences of revocation

If you revoke this contract, we are required to refund all payments we received from you, including delivery costs (except any additional costs incurred as a result of you

choosing a delivery method other than the lowest-cost standard delivery offered by us), without undue delay and at least within 14 days from the day on which we received your notice of revocation of this contract. Refunds will be processed using the same method of payment which you used for the original transaction, unless expressly agreed otherwise with you. We will not charge you any fees for the refund. We may hold off completing your refund until we have received the merchandise back, or you have supplied us with proof that you have returned the merchandise, whichever occurs earlier.

You are obliged to return or hand over all merchandise to us (Bravado Merchandise – a Division of Universal Music GmbH, c/o good-stock GmbH & Co. KG, Alexander-Meißner-Str. 78-80, 12526 Berlin, Bohnsdorf / Deutschland) without undue delay, but at least within 14 days from the day on which you gave us your notice of revocation of this contract. The above requirement is deemed satisfied if you return the goods before expiry of the 14-day period.

You bear the direct costs of returning the merchandise.

You are only obliged to cover any depreciation in the value of merchandise if the depreciation is attributable to your improper handling of the merchandise when examining its condition, properties and function.

Special features the right of withdrawal for digital content and non-prefabricated content

The right of withdrawal expires in the case of a contract for the delivery of digital content not on a physical data carrier if we have started the execution of the contract after you have expressly agreed that we start the execution of the contract before the expiry of the withdrawal period and you have confirmed your knowledge that you lose your right of withdrawal by your agreement with the start of the execution of the contract. There is no right of revocation in the case of contracts for the delivery of goods that are not prefabricated and for the production of which an individual selection or determination by you is decisive.

You can download / print the cancellation policy as a PDF and use the model cancellation form below if you wish to cancel the contract. [Simply click here.](#)

Revocation form

(If you wish to revoke the contract, please complete this form and return it to us).

Attn: Universal Music GmbH, c/o good-stock GmbH & Co. KG Logistik Berlin GmbH & Co. KG GmbH & Co KG, Alexander-Meißner-Str. 78-80, 12526 Berlin-Bohnsdorf / Germany, E-Mail: service@universal-music.de Tel: +49 30 311 97 736:

I/we (*) hereby revoke the contract concluded by me/us (*) to purchase the following merchandise (*)/:

- ordered on (*)/received on (*)
- name of customer(s)

- address of customer(s)
- Signature of customer(s) (only for notification on paper)
- date

(*) Delete where applicable

5.3 Explanatory notes on the right of withdrawal

The right of withdrawal shall apply in respect of the sale of audio, audio-visual carriers and software only if the seal and/or shrink-wrapping have remained intact. The right of withdrawal shall not apply in respect of the sale of newspapers, journals, magazines, unless the consumer has made his offer to purchase such product by telephone communication. The right of withdrawal shall not exist for contracts for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons, if such goods were unsealed after delivery.

6 Prices and shipping costs

6.1 All prices are prices in euros and include German value added tax at the applicable statutory rate (VAT). The price stated at the time the order is placed shall be decisive.

6.2 Unless otherwise stated in the online shop, shipping costs will be added. You can find the shipping costs in the following table. The current delivery rates are:

Delivery rates

Country	Standard	Remarks
Germany	5,95€	
Austria	9,95€	
Switzerland	17,95€	
Belgium	9,95€	
Denmark	12,95€	
Finland	15,95€	

Delivery rates

Country	Standard	Remarks
France	12,95€	
Iceland	25,95€	
Liechtenstein	25,95€	
Netherlands	9,95€	
Norway	17,95€	Please note: Delivery to your address can't be guaranteed. Your parcel may be delivered to a local post office and you will receive a notification.
Sweden	17,95€	
Spain	9,95€	
United Kingdom	14,95€	
other EU countries	12,95€	
United Arab Emirates	41,95€	
USA	41,95€	
Singapur	41,95€	
all other countries outside EU / EFTA	44,95€	

6.3 In case of dispatch into countries outside the EU, you are responsible for any customs duties, taxes and any export and import fees that may be incurred.

6.4 There shall be a minimum order value of EUR 5,00.

7. Payment

7.1 You can pay by credit card, Maestro, PayPal, Shop Pay, iDeal, Klarna invoice, Klarna instant bank transfer, ApplePay or GooglePay.

7.1.1 Credit card/Maestro: You can pay with MasterCard or VISA credit cards or Maestro; other card types are not accepted. In order to do so, you must specify the relevant credit card type, the credit card number, the check digit of the card, the cardholder and the validity period of the card. Orderer and cardholder must be identical. The credit card will be charged after completion of the order process.

7.1.2 Shop Pay: Shop Pay is an expedited checkout that allows you to save your email address, credit card, and shipping and billing information to complete transactions faster the next time you are routed to Shopify Checkout.

7.1.3 PayPal: You will need a PayPal account for this. During the checkout process you will be redirected to the PayPal website and pay with the payment method stored in your PayPal account. PayPal processes the payment and forwards it to us accordingly. In the event of a return, the amount paid will be credited to your PayPal account.

7.1.4 Invoice (Klarna): When paying by invoice, Klarna sends you a payment instruction. You have 30 days from the order date to pay. The use of the payment method invoice may require a positive credit check. In this respect, we forward your data to Klarna for the purpose of address and creditworthiness checks as part of the purchase initiation and processing of the purchase contract.

7.1.5 ApplePay: To pay via ApplePay, you need a corresponding Apple account and an approved payment method. You must then authorise the payment to us. Further details can be found in the Apple terms and conditions.

7.1.6 GooglePay: For payment via GooglePay, it is necessary that you have stored a payment medium in your Google Wallet. You must release the payment to us.

7.2 We reserve the right to offer you only certain payment methods in individual cases.

8. Reservation of title

The Products remain our property until full payment of the product price. In the case of a data download, the right of use is granted subject to full settlement of all claims against you arising from the order.

9. Delivery, provision for download

9.1 You can find the delivery time on the respective product page and in the order overview before placing the order.

9.2 We may also offer so-called pre-orders, so that you have the opportunity to pre-order sound carriers before the official release date. Please note that pre-ordered products cannot be delivered before the official release date.

9.3 Software, audio files and other download products are available for data download in your account area after the purchase of the right of use.

10. Warranty and Liability

10.1 Minor deviations in the colour of the delivered product and its depiction are due to technical reasons. Deviations may occur in respect of sleeve and back prints, as we at Universal Music at all times strive to provide the most recent version of such print (e.g. current tour dates, improved designs etc.). Due to complex production processes, so-called allover-prints may bear unprinted parts at the fringes of the clothing which are technically unavoidable. The aforementioned circumstances shall not be deemed defects of the product delivered; same shall apply to damages caused by breaching the care instructions.

10.2 If delivered products have obvious material or manufacturing defects, including transport damage, please complain about such defects immediately to us or to the employee of the shipping service provider who delivers the products. Failure to do so will not affect your statutory rights.

10.3 In the event of defects, the German statutory provisions on liability for defects including the statutory warranty period shall apply.

10.4 However, claims for damages are excluded. Excluded from this are claims for damages arising from injury to life, limb or health, as well as liability for other damages based on an intentional or grossly negligent breach of duty by us, our legal representatives or vicarious agents. Furthermore, liability for the breach of obligations, the fulfilment of which is a prerequisite for the proper performance of the contract and on the observance of which you as a customer may regularly rely, shall remain unaffected. In the event of a slightly negligent breach of these contractual obligations, we shall only be liable for the foreseeable damage typical of the contract, unless it is a matter of claims for damages arising from injury to life, limb or health.

10.5 This shall also apply in favour of our legal representatives and vicarious agents if claims are asserted directly against them.

10.6 The provisions of the Product Liability Act and the Federal Data Protection Act shall remain unaffected.

11. Alternative dispute resolution

We are not obliged and we don't intend to participate in a dispute settlement procedure before a consumer arbitration board.

12. final provisions

12.1 These terms and conditions as well as all contracts concluded in accordance with these terms and conditions shall be governed by German law to the exclusion of

the UN Convention on Contracts for the International Sale of Goods; mandatory consumer protection law at the customer's permanent place of residence shall remain unaffected.

12.2 We process all personal data provided by you (such as name, address, e-mail address) in accordance with the applicable data protection provisions, in particular the DSGVO and the BDSG. Further information can be found under [Security & Data Protection](#).

12.3 The contract is concluded in German. Translations of these General Terms and Conditions into other languages are for your information only. In the event of any differences between the language versions, the German version shall take precedence.

12.4. The General Terms and Conditions can be downloaded via the following link: [Download / print General Terms and Conditions](#).