

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

Last changed: 17.07.2025

PLEASE READ THESE TERMS CAREFULLY BEFORE USING OUR WEBSITE. BY USING OUR WEBSITE AND PURCHASING ON THE WEBSITE, YOU EXPRESSLY AGREE TO BE BOUND BY THIS DOCUMENT.

ABOUT US – TERMS OF USE	1
CONTENT OF THIS WEBSITE	3
WEBSHOP TERMS OF SALE	4
SPECIAL CONDITIONS FOR CONSUMERS.....	8
FINAL PROVISIONS	10
APPENDIX 1	12

ABOUT US – TERMS OF USE

1 Application of this Agreement, registration

- 1.1 The terms of online purchase and delivery - set out in this document (this “Agreement”) apply to the use of our website (www.my-smartref.com) and all online purchase orders made on it.
- 1.2 By accessing our website and by registering and using your shop account, you (i) warrant that all the data entered is true, complete and correct; and (ii) confirm that you have carefully read and understood this Agreement and that you **AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS TO THE EXCLUSION OF ANY OTHER TERMS OR CONDITIONS**. You agree that you will use our website for lawful purposes only and in accordance with this Agreement.
- 1.3 You can save or print this Agreement. However, please note that your saved or printed version applies only to online purchases you make at that time. We may at any time and in our sole discretion change this Agreement. You are therefore required to always check for the latest version of this Agreement applying to your new online purchase order before you make your new online purchase order. (To assist you with this, you can check and compare the document date of the document you have with the document then available.) You find the latest version at www.anton-paar.com/corp-en/terms-and-conditions/.
- 1.4 When registering for your shop account, you will be asked to enter details about you and a password. You agree to supply complete and updated information and agree to accept full responsibility for all activities occurring under your shop account. You must keep your shop account details and your password confidential. By registering as a *Customer*, you further represent and warrant that:
 - 1.4.1 you are permitted by the laws of your country to enter into this Agreement and to purchase the product(s); and
 - 1.4.2 by registering as a business customer your employees, officers, and/or agents accessing our website are duly authorized to do so and to legally bind you to this Agreement.
- 1.5 We may at any time and at our sole discretion refuse service, terminate account(s), or reject or cancel orders, if we have not accepted them yet.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

2 About us

- 2.1 We are Anton Paar ConsumerTec GmbH, VAT ID No. ATU76207025, a limited liability company with its registered office and place of business at Anton-Paar-Str. 20, 8054 Graz, Austria, registered at the Company register Graz, Austria, under registration number FN 545137 y.
- 2.2 You can contact us:
 - 2.2.1 By email at: support@my-smartref.com
- 2.3 The use of our published postal addresses, telephone or fax numbers and email addresses for marketing purposes is prohibited; offenders sending unwanted spam messages will be punished.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

CONTENT OF THIS WEBSITE

3 Content

- 3.1 For information on the goods you intend to purchase, please refer to the particulars provided on our website. Other descriptions or statements (whether they are made in writing or verbally, and whether they are contained in brochures, catalogues, or elsewhere) are only binding if we expressly state so in writing.
- 3.2 We reserve the right not to be responsible for the topicality, correctness, completeness or quality of the information provided. Liability claims regarding damage caused by the use of any information provided, including any kind of information which is incomplete or incorrect, will therefore be rejected. All offers are non-binding and without obligation. We may remove or edit content from the website, extend, change or partly or completely delete parts of the pages or the complete publication including all offers and information without prior announcement.

4 Copyright and other intellectual property rights

- 4.1 Our website content and any other content you find on our website (including for example this Agreement, text, design, graphics, drawings, photos and software, technical specifications as well as samples, catalogues, prospectuses, pictures) is subject to copyright and other intellectual property rights held by us as owner or licensee.
- 4.2 Any duplication or use of any website or website content or parts thereof, whether or not expressly marked with a copyright notice, in other electronic or printed publications requires our prior written consent.

5 Referrals and links

- 5.1 We (including our directors, employees, agents, representatives, successors and assigns) are not responsible for any contents linked or referred to from our pages unless we have full knowledge of illegal contents and would be able to prevent the visitors of our site from viewing those pages. The author and/or holder of the respective linked or referred page is solely responsible and liable for any damages whatsoever arising out of or related to access to or use of the linked or referred pages. This disclaimer is to be regarded as part of the internet publication which you were referred from.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

WEBSHOP TERMS OF SALE

6 Placing an order

- 6.1 By completing an online purchase order, you are making an offer to purchase the selected product at the price set out in our website and pursuant to this Agreement. When you place an online purchase order, you are bound by your order for a period of seven (7) days, unless we reject your order before then.
- 6.2 You will initially receive an email confirming receipt of your online purchase order. This email is generated automatically and does not constitute acceptance of your order. If we accept your online purchase order, we will send you an email providing information on the dispatch of the ordered item. A purchase contract is only concluded if and when we provide information on the dispatch of the ordered item. If we reject your order (which we may do at our sole discretion) you will not receive information on the dispatch of the ordered item.
- 6.3 The bill and ship to party in the online order has to be in the same country as export sales cases are not handled via the website.

7 Prices and payment

- 7.1 The prices for our products are the prices set out on our website valid at the time of your order. If applicable, any value added taxes or other taxes or duties, insurance, freight and shipping costs for the delivery will be itemized on your respective order documents separately.
- 7.2 Payment shall be deemed to have been effected on the date at which the amount in question is at our disposal.
- 7.3 We accept the payment methods as set out on www.my-smartref.com.
- 7.4 If you fail to meet the terms of payment or any other obligation arising from this or other transactions, we may, without prejudice to our other rights, suspend performance of our own obligations until payments have been made or other obligations fulfilled, and exercise our right to extend the period of delivery to a reasonable extent.

Title to the products will pass to you upon the date of delivery, provided all outstanding sums owed by you to us have been fully paid by then; otherwise title is retained by us until all due sums are fully paid.
- 7.5 You are not entitled to withhold or offset payment on the grounds of any warranty claims or other counterclaims.

8 Delivery and return

- 8.1 Deliveries are made to the address indicated by you while registering for the webshop. Any costs resulting from incorrect, incomplete or misleading information shall be at your expense. Risk of loss of the products will pass to you upon such delivery point.
- 8.2 We will arrange for dispatch of the items you have ordered according to the shipping information set out in the website. We may dispatch items you have ordered in one or more parcel(s). All dates and times are a mere estimate. Unless expressly agreed otherwise, this shipping information only applies to orders in quantities corresponding to the typical needs of an average household.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

9 Warranty and repair

- 9.1 For the period of twelve (12) months from the delivery, we warrant that the delivered Instrument as defined below a) conforms to the specifications provided by us; and b) is free from latent or patent defects in material or workmanship that impede the use of the products as specified by us. An instrument (“**Instrument**”) means an instrument and all its accessories purchased from us. Custom tailored solutions and consumables are explicitly excluded.
- 9.2 If you purchase the warranty extension “EasyDens Care: 2 Year Plan” or the warranty extension “SmartRef Care: 2 Year Plan” the period set out in clause 9.1 lasts for twenty-four (24) months from the delivery. Additionally, by purchasing a warranty extension you may, up to one time and limited to one device only, receive an incidental replacement device for any reason for a replacement product of the same or comparable model (subject to availability) provided that you pay the applicable service fee (“Trade-In”) as stated on www.my-smartref.com. We must receive your device before we ship you a replacement. We may refuse to process your Trade-In request if (a) you fail to comply with the instructions from the support team (including, without limitation, by refusing to return your device to us or pay the fee), (b) the Trade-In request is due to loss or theft of the device, (c) the serial number of the device has been altered, defaced, removed or modified, (d) the damage to the device is the result of gross negligence or intent or if (e) the traded-in device is identified as stolen property. In order to be eligible for a warranty extension, it must be purchased within 30 days from the purchase date of the Instrument it is intended for.
- 9.3 Authorized Reseller Warranty: Anton Paar warrants solely for the benefit of an authorized reseller that for a period of 18 months from the date of delivery the delivered Instrument as defined below a) conforms to the specifications provided by Anton Paar; and b) is free from latent or patent defects in material or workmanship that impede the use of the products as specified by Anton Paar. An Instrument (“**Instrument**”) means a new instrument and all its accessories purchased from Anton Paar. This warranty does not apply to any damage resulting from the unauthorized use, intent or negligence on the part of the authorized reseller.
- Unless otherwise agreed in writing, any warranty by Anton Paar shall be to the authorized distributor only and may not be transferred or assigned to any third party.
- Anton Paar shall not be liable for a defect in the products and/or services unless the defect is notified to Anton Paar within 10 days from the date of delivery, or if the defect would not be apparent on reasonable inspection, within the long stop warranty period of 18 months from the date of delivery.
- 9.4 If a product is found to be defective during the warranty period, we shall remedy such deficiency, at our option and our cost, by the repair or replacement of the defective product or an adequate reduction in price. The warranty period for the repaired or replaced product shall run for the remainder of the initial warranty period. Any and all other costs and/or expenses, including but not limited to shipping costs, shall be borne by you. Replaced parts shall become our property.
- 9.5 Unless otherwise agreed in writing, any warranty by us shall be to you only and may not be transferred or assigned to any third party.
- 9.6 This warranty shall be in lieu of all statutory warranty provisions. All other warranties or conditions (whether express or implied) as to quality, condition, description, compliance with sample or fitness for a specific purpose (whether statutory or otherwise) other than those expressly set out in these Terms are excluded to the fullest extent permitted by law.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

- 9.7 We shall not be liable for a defect in the products and/or services unless the defect is notified to us within 10 days from the date of delivery, or if the defect would not be apparent on reasonable inspection, within the long stop warranty period of twelve months from the date of the delivery.

10 Liability

- 10.1 Outside the scope of the Product Liability Act, we shall be liable only if the damage in question is proved to be due to intentional acts or acts of gross negligence, within the limits of statutory provisions. We shall not be liable for damage due to acts of ordinary negligence.
- 10.2 The parties shall not be liable to each other for any indirect, special, consequential or punitive damages, nor for any loss of actual or anticipated profits, savings, business, down time or damage to goodwill.
- 10.3 We shall not be liable for and disclaims all warranty obligations for any damages or losses arising from you (or any third party's) subsequent use or misuse of the products and/or services including, without limitation
- a) fair wear and tear;
 - b) abnormal working or operating conditions beyond those referred to in the product specification, including atmospheric discharges, excess voltage and chemical influences;
 - c) your (or any end user's) negligence or willful misconduct, or that of its agents or employees, or any failure to follow our instructions as to use of the products;
 - d) assembly, installation, modification, alteration, service or repair work not undertaken by us or a representative authorized by us in writing; and
 - e) compliance or non-compliance with third party licensing regulations.
- 10.4 Our liability for any and all claims, whether based on contract, tort, statute, indemnity or otherwise, arising out of or in connection with this Agreement are limited in their aggregate total to the value of the respective order. Any claims exceeding this limitation of liability are expressly excluded.
- 10.5 All claims must be brought before the competent courts within two years from the delivery, except in cases statutory law provides for a shorter period of limitation.

11 Force Majeure

- 11.1 Unforeseeable circumstances or circumstances beyond either party's control, including all cases of force majeure, may have a direct or indirect impact on delivery times. If this is the case, the delivery period shall be extended for the duration of such unforeseeable circumstances. These circumstances include for example, earthquakes, floods, fire, storm, natural disaster, armed conflicts, sanctions, embargoes and official interventions and prohibitions, delays in transport or customs clearance, damages in transit, energy shortage and raw material scarcity, labor disputes, default in performance by a major component supplier who is difficult to replace and any similar unforeseen event that renders performance commercially implausible.

12 Cancellation

- 12.1 Unless expressly agreed otherwise, you may only cancel a purchase order for the purchase of products, if the delivery of the products has been delayed due to our gross negligence and the reasonable grace period you set has expired. The cancellation shall be submitted by registered mail only.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

- 12.2 Irrespective of our other rights, we may cancel, in whole or in part, an order for the purchase of products or without any liability to you, if a) for reasons attributable to you, the delivery of the products is rendered impossible or delayed despite setting a reasonable grace period; b) the delivery is or becomes unlawful (unlawfulness may include, for example any embargo, sanction or other international requirement related to foreign trade or customs); c) the delivery is delayed for more than six months due to reasons set out in clause 11.
- 12.3 If insolvency proceedings are instituted against any contracting party or an application for insolvency proceedings against that party is not granted for insufficiency of assets, the other party may withdraw from the contract without allowing a period of grace.
- 12.4 Other consequences of the cancellation are excluded.

13 Compliance with laws

- 13.1 The Buyer agrees to comply with all applicable laws, statutes, regulations, codes and other legal requirements, including without limitation, health, safety, security and environment, anti-corruption and anti-bribery.
- 13.2 The Buyer shall not sell, export or re-export, directly or indirectly, to the Russian Federation or for use in the Russian Federation any Goods that fall under the scope of Article 12g of Council Regulation (EU) No 833/2014 or to sell, export or re-export, directly or indirectly, to Belarus or for use in Belarus any goods supplied under or in connection with this Agreement that fall under the scope of Article 8g of Council Regulation (EC) No 765/2006 and Buyer shall undertake its best efforts to ensure that the purpose of this clause is not frustrated by any third parties further down the commercial chain, including by possible resellers.
- 13.3 By making an online purchase order, you confirm that you are authorized to purchase and use the item(s) in and have them delivered to your home country and that you have any and all national and international certificates, licenses, permits, and/ or approvals which may be required from authorities or any third parties for these purposes.
- 13.4 We assume that all purchased products remain in the country in which they are bought and therefore exclude the reimbursement of value added tax.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

SPECIAL CONDITIONS FOR CONSUMERS

14 Definition of Consumer

- 14.1 If you are a customer of our website (www.my-smartref.com) and a consumer within the meaning of Directive 2011/83/EU of the European Parliament and the Council of 25 October 2011 on consumer rights, the following special conditions for consumers ("Special Conditions") apply to all of your purchases made on our website.
- 14.2 Unless set out otherwise herein, the terms and conditions of our website ("Terms of Online Purchase & Delivery") fully apply to such purchases. In cases of any discrepancies between these Special Conditions and the Terms of Online Purchase & Delivery, these Special Conditions shall prevail.

15 Right of withdrawal

- 15.1 You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods (or if you ordered multiple goods in one order that are delivered separately, the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good).
- 15.2 To exercise the right of withdrawal, you must inform us (Anton Paar ConsumerTec GmbH, Anton-Paar-Str. 20, 8054 Graz, Austria, support@my-smartref.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail).
- 15.3 You may use the model withdrawal form as attached in Appendix 1, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.
- 15.4 If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we have received the goods back. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.
- 15.5 You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

16 Information about the possibility of Alternative Dispute Resolution

If you have a complaint about a good or service you have bought, instead of going to court, you can choose Alternative Dispute Resolution (ADR). The term ADR includes all the ways of resolving a complaint which do not involve going to court. Typically, consumers ask a neutral third party to act as an intermediary between them and the trader; this neutral third party is called an ADR entity. The ADR entity can then suggest or impose a solution, or simply bring the two together to discuss how to find a solution. This is also known as “mediation”, “conciliation”, “arbitration”, “ombudsman” or “complaints’ board”. Compared with going to court, ADR is usually quicker, simpler and costs less.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

FINAL PROVISIONS

17 Data protection / privacy / cookies / remarketing

- 17.1 Your personal details will be treated by us in accordance with the applicable data protection laws and regulations.
- 17.2 The information provided will be only used by us, our affiliated companies and local representatives and will not be disclosed to third parties without your consent, unless this is necessary for the purposes of completing your purchase order, or unless we are required to do so by law. However, we use cookies and non-personalized information for the efficient administration of the website, the analysis of visitor behavior and trends on our website, to collect demographic data of the website's and website's visitors and to monitor the use and performance of the website, to personalize content and advertisements, to provide social media features and to analyze the traffic on our websites. The collected data may be used for marketing and advertising purposes and for communication (such as optimizing and enhancement of usability and provision of more attractive offers and services). Unless you inform us otherwise, we may use your contact details and relevant data for the purposes of providing you with information about our products and offers. We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information you've provided to them or they've collected from your use of their services. For details, please see our Cookies and Privacy Policy.
- 17.3 You may request the information about your personal data stored and the source, recipient and purpose of the storage of such personal data. Further, you have the right to have such data corrected, clocked or deleted within and according to statutory provisions. Please enquire with us via mail or email at the contact data herein in such cases and also contact us, if you have any other questions or concerns or would like to suggest improvements.

18 Electronic communication

- 18.1 For the purposes of this website and any purchase order made hereunder, we will communicate with you via electronic mail and other means of electronic communication. You acknowledge that electronic data exchange is imperfect and can but does not have to be encrypted. Although interception of such communications by a third party would constitute a violation of federal law, we can offer no assurance that such interception will not occur.
- 18.2 You consent to receive agreements, invoices, notices and other information from us electronically and agree that such communication provided to you electronically will be valid as if provided in writing and satisfies any legal requirement that such communications be written, unless mandatory laws specifically require a different form of communication.

19 Language

- 19.1 Invoices we issue will generally only be available in English.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

20 Applicable law and dispute resolution

- 20.1 This Agreement, the use of this website and any order or purchase made through this website is governed by the law of Austria, without its conflict of laws provisions. The application of the UN Convention on Contracts for the International Sale of Goods is renounced.
- 20.2 A reference to a particular statute, statutory provision or subordinate legislation is a reference to it as it is in force in Austria from time to time taking into account any subordinate legislation for the time being in force made under it.
- 20.3 All disputes arising out of or in connection with the present Agreement, your visit to our website or any item purchased by you through our website, shall be subject to the exclusive jurisdiction of the competent courts of Graz, Austria.

21 Miscellaneous

- 21.1 This Agreement constitutes the entire agreement and understanding between you and us and supersede any previous agreement (if any) relating to purchases made on our website. By making an online purchase order you confirm that you do not rely on any pre-contractual representations or statements.
- 21.2 Should individual provisions (or parts thereof) of this Agreement be invalid, unenforceable, the other provisions shall remain in force. The invalid, unenforceable or illegal provision (or part thereof) shall be replaced by a valid, enforceable and legal provision with whatever modification is necessary to give effect to the commercial intention of the replaced provision (or part thereof).
- 21.3 A variation of this Agreement is only valid if expressly agreed between the parties. No failure or delay to enforce any provision of this Agreement shall constitute a waiver thereof or of any other provision, unless we expressly waive our right to enforce such provision in writing.
- 21.4 A person who is not party to this Agreement shall not obtain any rights under this Agreement. Liability limitation(s) contained in clause 10 and the time limit for the assertion of claims also applies for the benefit of our employees, officers, agents, subcontractors and suppliers.
- 21.5 You must not without our prior written consent assign, transfer or charge rights or any part of them under this Agreement or subcontract any or all of your obligations under this Agreement.

Terms of Online Purchase & Delivery

Anton Paar ConsumerTec GmbH

Anton-Paar-Str. 20, 8054 Graz, Austria

APPENDIX 1

SAMPLE LETTER OF WITHDRAWAL

(Should you wish to withdraw from the contract, you may use this form, fill it in and send it to us.)

To
Anton Paar ConsumerTec GmbH
Anton-Paar-Str. 20
8054 Graz
Austria

E-Mail: support@my-smartref.com

I wish to withdraw from my contract concerning the purchase of the following products

ordered (*)/received (*) on

Name of the consumer

Address of the consumer

Signature of the consumer

Date

(*) Delete as appropriate.