

Order information

Delivery of your order

Orders can be shipped to your postal home address or another address. (e.g. your workplace, packstation, etc), so that the shipment can be received.

Despite our efforts to ship and delivery your order as fast as possible, it might happen that there are some delays, depending on the local postal service.

Cancellation of orders

You can cancel an order at any time.

Please contact our customer service either by telephone or email. One of our friendly assistants will take care of your cancellation.

Or you can go to our website, click the button “contact” and leave a short notice.

Return of products

You can return each product within 14 days and receive back the purchase price, in case you are not content with it. Please see our [AGB \(in German\)](#).

Please contact us before you return it to us, in order to find the best possible solution for you.

Return address for your parcel:

Binder Marketing

Tulpenstr. 12/1

76307 Karlsbad-Langensteinbach