

Terms and Conditions ("T&C")

Usage, Payment, and Shipping Conditions, as well as Notices

Using this website requires acceptance of the following Terms and Conditions (referred to as "T&C"):

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1. Terms of Use:

These Terms and Conditions govern the use of the website, the rights and obligations of the involved parties, and the conditions for purchasing goods and products offered on the website.

1.1 Scope

The following Terms and Conditions apply exclusively to the business relationship between "Marco Redmer Passports" and the user/customer in the version available online at the time of ordering. These can be saved or printed by the customer for the purpose of the online order. The online shop is available in English, but the contractual language is German.

1.2 Website Information

The website www.mrpassports.com is operated and managed by Marco Redmer. Contact details can be found in the imprint. The full name of the company registered in Plauen is "Marco Redmer Passports." It is an online shop for collectors of old documents as a hobby or for research purposes. There is no physical store, only the online shop (referred to as the Store).

The store's language is English, as it is a global language and easily understood by most users. Other pages are written in German and can be switched to other languages using the language selection in the top right corner. Available languages include German, English, Spanish, French, and Italian. For questions, feel free to contact me.

1.3 Copyright

The entire content of this website is protected under German copyright law. Unauthorized use, appropriation, reproduction, or modification of the content without my explicit written permission is prohibited and punishable by law.

It is strictly forbidden to copy, duplicate, modify, appropriate, store, share, use, or alter the website's content, including its logo, texts, and images, or share these with third parties without my consent.

Any individual or legal entity ("customer" or "buyer") purchasing goods ("items" or "products") on my website must be at least 18 years old and legally competent.

1.4 Offered Goods/Products

All offered goods/products are physical items, such as invalidated, expired, canceled, or otherwise rendered void documents from past eras, including passports, pilot licenses, or identification cards. Each order includes an invoice for future reference.

Shipping is done from Germany, a member state of the European Union, and all payments are processed in Euros (€ / EUR). Prices are displayed in Euros. Customers must pay in advance to complete the transfer of ownership rights.

The products are clearly described in words and images. Customers can contact me via the contact form for additional information. If they do not, the product description is deemed understood. Each item is unique, meaning that once purchased, the item will no longer be available or visible in the shop.

I would like to point out at this point that the gold-colored, round metal object and the square gold-colored metal objects (seen in many photos) are not included in the delivery. They are only used as an aid to weigh down and fix the pages for the photos.

As the original owner, I hold all rights to the products. Upon purchase, these rights transfer to the new owner. However, I reserve the right to continue using photos and scans of the products for personal archival purposes, as I was the owner at the time of the images' creation.

1.5 Right to Modify

I reserve the right to remove products from the website without prior notice and to change prices at any time.

When placing an order, customers are responsible for ensuring that all personal details (full name, address, email address, phone number, if applicable) are accurate. If errors are noticed after placing the order, customers must notify me immediately. Once shipped, address corrections are no longer possible. I am not liable for issues arising from incorrect information provided by the customer.

1.6 Ordering Process

Customers add items to their "shopping cart" / "shopping bag" and complete the purchase via the PayPal button or the checkout function using PayPal, Klarna/SEPA/Credit card (via the payment service provider Stripe). This constitutes a binding contract (distance selling agreement). After the payment is completed, I receive confirmation of the order. As soon as the payment confirmation from PayPal - or Klarna / SEPA (via the payment service provider Stripe) is received – or in the case of direct credit card payment also via Stripe – I immediately begin processing and shipping the order, usually within two business days.

If unexpected delays occur, customers will be informed immediately. Once handed over to the post office or mailbox, responsibility for the shipment passes to the postal service. I am not accountable

for delivery times or the shipment's location during transit. Tracking information is provided for every order.

If a shipment is returned to me due to incorrect address information or non-collection, the purchase amount will be refunded minus a €20 handling fee.

1.7 Personal Data and Use of Photos/Scans

Public personal data visible in product photos and descriptions has been made available publicly through the prior consent of the original document owners or their next of kin. If you are a relative or have concerns, please contact me. I will anonymize names or facial photos upon request.

1.8 Dispute Resolution

In case of a dispute, both parties agree to resolve the matter amicably. Customers must refrain from harming my reputation, name, or website content, or they will be held accountable. German law applies exclusively.

2. Payment Terms:

Any individual or legal entity purchasing goods on my website must be at least 18 years old and legally competent.

I exclusively accept PayPal and Klarna as payment methods, and all payments must be made in Euros (EUR). Credit and debit card payments are only processed via PayPal or Klarna to ensure secure and smooth transactions for both parties. Klarna additionally offers SEPA direct debit options within the EU.

Once I receive payment confirmation from PayPal or Klarna, your order will be processed and typically shipped within two days. In case of unexpected delays, I will notify the buyer immediately.

Your payment details are treated confidentially and will not be shared with third parties. The order process is secured and encrypted via PayPal or Klarna. Klarna's data processing is handled by the service provider Stripe.

2.1 Secure Payment: SSL Certificate by DigiCert®

The website mrpassports.com is secured with an SSL certificate from DigiCert®, ensuring confidential handling of your data. This guarantees the use of modern security standards. The browser will display that the connection is encrypted, verifying that the site is legitimate and transactions are secure.

3. Shipping Terms:

Once payment confirmation is received via PayPal or Klarna, your order will be processed and usually shipped within two days. In case of unexpected delays, I will notify the buyer promptly.

All orders are shipped via registered mail. After dispatch, I will provide you with a tracking number to monitor your shipment's status.

Delivery times vary depending on the destination country and the buyer's location. Once the package is handed over to the postal service, I am not responsible for shipping delays or the package's location. Use the provided tracking number to check your shipment's status, either through your local postal service website or tracking services.

Important Notes:

- Delivery may take several days or weeks for international orders due to the distance involved.
- The buyer is responsible for being available at the delivery address. If the package is not successfully delivered, additional costs may apply, or the package may be held for collection at a local post office.

For shipments within Germany, no signature is required as items are sent via "Einschreiben Einwurf" (registered mail with delivery confirmation). For shipments outside Germany, a signature will be required upon receipt.

3.1. Returns:

All sales are final. Returns or exchanges are not accepted. Each item physically exists only once. Therefore, once an order is placed, the item is no longer visible or available in the shop. All products are sold in an "as-is" condition, or "What You See Is What You Get." For this reason, you should carefully review the provided images and descriptions of each item before making a purchase. If you have further questions, please use the contact form.

No guarantees or warranties are provided for the purchased products, as they are old documents intended solely for display purposes and have no functional use. Warranty claims, exchanges, or refunds are excluded, except in the case outlined in section 3.3.

By placing an order, the customer agrees to these terms. The purchase contract is based on this agreement.

3.2. Cancellations:

Cancellations are only possible as long as the order has not yet been shipped. This applies until the buyer receives the tracking number. Once the order has been shipped, cancellations are no longer accepted.

3.3. Refunds:

A refund will only be granted if the delivered item does not match the images shown in the item description. In this case, please inform me immediately! Send the item back to me via registered mail and provide the corresponding tracking number. Once I have received the return, the refund will be transferred to the buyer's PayPal account. If the payment was made via Klarna, SEPA or directly by credit card, the amount paid will be refunded to the account from which Klarna, SEPA or credit card the payment service provider Stripe processed the payment to me.

The buyer is responsible for the costs incurred for the return shipment. If the buyer does not return the item to me via registered mail or without a tracking number, no refund will be granted in the event of loss caused by third parties. Refunds for other reasons are excluded.

For further information regarding refunds, please contact your bank if necessary.

I do not assume any liability for the accuracy of the descriptions provided for the items. Typographical or clerical errors do not entitle the buyer to a refund.

3.4. Right of Withdrawal:

The right of withdrawal for distance contracts pursuant to Section 312g (1) of the German Civil Code (BGB) is excluded under Section 312g (2) No. 1 BGB, as "the goods are not prefabricated and their production is determined by an individual choice or decision by the consumer."

By using this website or completing a purchase on this website, you confirm that you have read and fully accept all the above-mentioned terms and conditions.

Effective Date: December 2024

