General Terms and Conditions for the Online Shop

Version shop-2026-11 · As of 3 November 2026

This English translation is provided for information only. Only the German version is legally binding.

§ 1 Scope and seller

(1) These terms apply to all orders placed in the online shop at www.zeltwiese-loebejuen.de. Your contractual partner is:

Zeltwiese Löbejün, owner Michael Silbereisen
Merbitzer Berg 1, 06193 Wettin-Löbejün, Germany
Phone: +49 171 3176554
Email: kontakt@zeltwiese-loebejuen.de
VAT ID: DE331761768

(2) In the shop we offer honey and honey products from our own apiary as well as gift vouchers.

(3) Overnight stays, pitches, mobile homes and other services at the Zeltwiese are governed exclusively by our Terms and Conditions Zeltwiese in the version currently in force (available at www.zeltwiese-loebejuen.de/en/terms-and-conditions/). These shop terms do not apply to them.

(4) A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession (§ 13 German Civil Code, BGB). We do not accept deviating terms of business customers.

§ 2 Conclusion of the contract

(1) The presentation of products in the shop is not a binding offer but an invitation to order.

(2) You place products in the shopping cart, enter your details and choose the shipping and payment method. Before sending the order you see a summary of all details and prices; there, and with your browser's "Back" button, you can correct input errors at any time. By clicking the button "Zahlungspflichtig bestellen" (order with obligation to pay) you submit a binding offer.

(3) We confirm receipt of your order by email immediately. This confirmation of receipt is not yet an acceptance. The contract is concluded when we accept the order by email (order confirmation) or ship the goods, but at the latest when you pay with PayPal: in that case the contract is concluded when the payment at PayPal is completed.

(4) The contract language is German. We provide an English translation of these terms for information only.

(5) We store the contract text. You receive the order details and these terms with the order confirmation by email. The current terms are available at www.zeltwiese-loebejuen.de/agb-shop/ for viewing, saving and printing. You do not need a customer account to order.

§ 3 Prices and shipping costs

(1) All prices are final prices including statutory VAT. For goods sold by weight we also state the unit price per kilogram.

(2) Shipping costs are added. We state the amount on the page "Shipping and payment" and during checkout before you send the order. This also applies to gift voucher cards.

(3) By arrangement you can collect your order from us at the Zeltwiese. No shipping costs are charged in that case.

§ 4 Payment

(1) You can pay with PayPal or by bank transfer in advance (prepayment).

(2) With PayPal you are redirected to PayPal during checkout. The amount is due and charged when the payment at PayPal is completed.

(3) For prepayment we give you our bank details in the order confirmation. Please transfer the amount within 7 days. We ship the goods once payment has been received. If payment is not received within 14 days, we may withdraw from the contract; we will notify you by email beforehand.

§ 5 Delivery

(1) We deliver within Germany. Deliveries to other countries are only possible by prior arrangement.

(2) Delivery takes 3 to 5 working days. It starts on the day after the contract is concluded for PayPal payments and on the day after receipt of payment for prepayment. If the period ends on a Saturday, Sunday or public holiday at the place of delivery, it ends on the next working day. If an item is temporarily out of stock, we will inform you without delay.

(3) If an ordered honey is sold out because the harvest was smaller than expected and we only learned of this after your order, we will inform you without delay. You can then choose another variety; otherwise we will refund any payments already made without delay.

(4) The goods remain our property until paid in full.

(5) Please report obvious transport damage to the carrier and to us as soon as possible. This does not affect your statutory rights; it helps us to assert claims against the shipping company.

§ 6 Gift vouchers

(1) Gift vouchers can be redeemed for overnight stays and services at the Zeltwiese Löbejün and for orders in this shop. For overnight stays, enter the voucher code when booking or present the voucher card on arrival.

(2) A voucher is valid for three years, counted from the end of the year in which it was purchased. The expiry date is printed on the voucher card.

(3) If the voucher value is not sufficient, you pay the remainder using the other permitted payment methods. Any unused balance remains valid until the expiry date. Vouchers cannot be paid out in cash. Vouchers do not bear interest and cannot be used to buy further vouchers.

(4) Vouchers are transferable. We may perform with discharging effect to the respective holder unless we know that the holder is not entitled. If a voucher card is lost, we will replace it insofar as we can clearly identify the voucher and determine the remaining value.

(5) If a booking paid with a voucher is cancelled, the Terms and Conditions Zeltwiese apply. Any refundable amount paid with the voucher is credited back to the voucher.

§ 7 Right of withdrawal for consumers

Consumers have a right of withdrawal as set out below.

Withdrawal information

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you, or a third party other than the carrier named by you, take possession of the goods. If you ordered several goods in one order that are delivered separately, the period starts on the day on which you, or a third party other than the carrier named by you, take possession of the last item.

To exercise your right of withdrawal, you must inform us (Zeltwiese Löbejün, owner Michael Silbereisen, Merbitzer Berg 1, 06193 Wettin-Löbejün, Germany, phone: +49 171 3176554, email: kontakt@zeltwiese-loebejuen.de) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or an email). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient that you send your communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

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 standard delivery offered by us), without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract. 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.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen 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 fourteen days has expired.

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

End of withdrawal information

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To Zeltwiese Löbejün, owner Michael Silbereisen, Merbitzer Berg 1, 06193 Wettin-Löbejün, Germany, email: kontakt@zeltwiese-loebejuen.de:

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)
- Ordered on (*)/received on (*)
- Name of consumer(s)
- Address of consumer(s)
- Signature of consumer(s) (only if this form is notified on paper)

-

Date

(*) Delete as appropriate.

Notes on the right of withdrawal

(1) There is no right of withdrawal for sealed goods which are not suitable for return due to health protection or hygiene reasons if they were unsealed after delivery (§ 312g (2) no. 3 BGB). This applies to opened honey jars whose safety seal has been removed.

(2) There is no right of withdrawal for overnight stays and other accommodation services on a specific date (§ 312g (2) no. 9 BGB); the cancellation rules of the Terms and Conditions Zeltwiese apply instead.

(3) Please pack honey jars securely for return and, if possible, announce the return by email. This is not a condition for an effective withdrawal.

§ 8 Warranty

The statutory rights in case of defects apply. Honey is a natural product: crystallisation, colour and taste may vary depending on harvest and storage; this is not a defect. If a jar arrives damaged, please contact us with a photo; we will send a replacement or refund the price.

§ 9 Liability

(1) We are liable without limitation for intent and gross negligence, for damage resulting from injury to life, body or health and under the Product Liability Act.

(2) In cases of slight negligence we are only liable for the breach of an essential contractual obligation, the fulfilment of which makes the proper performance of the contract possible in the first place and on whose observance you may regularly rely. In this case liability is limited to the foreseeable damage typical for the contract at the time it was concluded.

(3) These limitations also apply in favour of our vicarious agents.

§ 10 Dispute resolution

We are neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board. For questions or complaints, please contact us at kontakt@zeltwiese-loebejuen.de.

§ 11 Final provisions

(1) The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods. For consumers, this choice of law applies only insofar as it does not deprive you of the protection of mandatory provisions of the country in which you have your habitual residence.

(2) If you are a merchant, a legal entity under public law or a special fund under public law, the place of jurisdiction is our place of business.

(3) If individual provisions are invalid, the remainder of the contract remains valid.