

1. Registration:

Our online shop presents top products for COMMERCIAL customers. Access is only possible for verified users. To use our online shop, please register under "Login" - "Create an account". Please enter your address, billing address and delivery address (if different). In order to complete your registration, please send us your business licence and the SEPA direct debit authorisation. You will be notified by e-mail after your data has been checked.

2. Login:

Please log in with your e-mail address and password. Should you have forgotten your password, please use the "Forgotten password" button. If you already have an existing account, a message will appear informing you that an account has already been registered with this e-mail address; in this case, please also use the "Forgotten password" function. You can change the automated password again in the "Customer area" (please choose the login name on the top right or click on "Customer area" in the footer) under "Your personal data".

3. Customer area:

In addition to your personal data, you can find your order history (see also 4. d) and your shopping list (see also 4. e). You can also ask questions about items you have already ordered in the order history.

4. Orders:

There are a variety of shopping options:

a) THE CLASSICAL:

You can search for your articles via the category selection or direct search, enter the desired number of items and place the article in your shopping basket. - When using the direct search, you have the search for article numbers, EAN's or keywords in the article description search. - Using the "Selection" category and the filters on the left-hand side of the menu, you can navigate quickly and easily in the shop and easily navigate through the shop. - You can see the list prices, your personal price (discounts) and any personal price (discounts) and any backorders from past pre-orders. - The availability of the articles is displayed by a traffic light system. The detailed view (MORE) of the item also provides you with the expected delivery date for unavailable items, if the item is already back in stock. Find all product details and product information here, among other things. In this process, you can also place the item in the SHOPPING list or print it out. When you add the item to your shopping basket, the system automatically checks whether the item is already in your shopping basket. If so, you can choose between "Add" and "Cancel".

b) QUICK ORDER:

Using this method of ordering is suitable if you order several variants from one article master, e.g.

VALVE CAP different colours. → For this purpose, you can use the keyword search or category selection to display a list of item variants and add them to the shopping basket very easily. Often ordered articles are already stored as a list of variants in the category search, e.g. Ti Pro Lite and many more. - No availability display during the order process, availability can be checked in the shopping basket. - During the transfer of the article to the shopping cart, it is checked whether this article is already in your shopping cart. If this is the case, you can choose between "Add" and "Cancel".

c) DIRECT ORDER:

A perfectly customised order form for entering article numbers and EAN's is provided. Enter your article and the desired quantity in the form and then transfer the entire list to your shopping cart in one step. First of all, choose whether your article selection is made via the article number or via the EAN scan. In case you call up an article more than once, the quantity 1 will be added to the quantity already entered. Caution! The system does not check whether the item is already in your shopping basket! Only the total quantity from the DIRECT ORDER is added to the shopping basket.

d) SHOPPING LIST:

To regularly and easily order your standard items, you can compile personalised SHOPPING Lists. "My list" is already available to you as a standard. You can create further lists easily and conveniently in the customer area. To populate your list, select the items using the CLASSICAL search method and place them in your desired SHOPPING list. For ordering, call up the corresponding SHOPPING list and place individual items or the entire list in your shopping basket. Items are taken over in quantity 1 piece, you can edit quantity corrections directly in the shopping basket.

e) RECOVERY OF ORDERS/ ORDER PROCESSING:

If you click on the "Order history" button in the customer area, you will find your previous orders, you can easily view them at this point and place them directly back in your shopping cart. You can easily make any corrections to quantities and or article details can be easily easily in your shopping basket.

5. Regulations:

Should we not have items in stock, they are always available for order. So please take note of our delivery time! In case you forget to log out your account, you will be logged out automatically after 6 hours. Your shopping basket will still be available for 7 days after logging out. All open items will be deleted after your shopping cart is reset every 7 days. Search for articles via EAN code with scanner: You can scan the EAN code in all fields that allow a free text search, in the direct search, in the free text search of the QUICK ORDER and in the input field of the DIRECT ORDER.

6. Questions about articles:

In the case that you have technical questions about articles, you can ask in the article detail view.

Their answer and the detailed view will be displayed to you and in the footer.

7. Shopping cart:

You will see the shopping basket symbol at the top right. If you display your shopping basket, you will see all the details of your order; here you can correct the quantities or remove items. You will see your total price and you will also find the availability status of the item in the "Available" section, whether it is available or - if known - the available date of the item (non-binding).

8. Order completion:

Select your delivery address in the shopping cart if it differs from the standard address. Basically, we

will deliver your order without delay. We are also pleased to consider your desired delivery date. Should you have additional information for us, you can also add it in this step. You will receive a short summary of your order after accepting our terms and conditions and confirming your order. Please complete your order by choosing "PAY ORDER". You will receive an email with a non-binding order confirmation a short time later. Should we not have received any instructions to the contrary, we will immediately deliver the available items. Any backorders will be delivered in accordance with our terms and conditions or agreements, subject to availability. Please leave a message in the remarks field to receive your order as a total delivery.

9. Planned order or pre-order:

Do you want to carry out the order as a pre-order or plan order, enter the voucher code "PREORDER" in the shopping basket. Be sure to observe the corresponding conditions of a delivery time of at least 6-8 weeks and a minimum order value of 1200 Euros. The additional discount will then be calculated automatically.

We wish you a pleasant shopping experience!

Your B2B COOOLstore



COOOLsport.com