

General Terms and Conditions

colorNdrive UG (haftungsbeschränkt) — Effective: February 2026

1. General Information

These General Terms and Conditions (GTC) apply to all orders placed through our Allegro store (ColorNDrive) operated by:

colorNdrive UG (haftungsbeschränkt)

Bürgermeister-Widmeierstr. 23

86179 Augsburg, Germany

Email: hello@colorndrive.com

VAT: DE309557453

By placing an order, the buyer agrees to these terms in addition to Allegro's Terms and Conditions.

2. Products

We sell automotive touch-up paint products including paint pens, spray cans, primer, clear coat, and bundled repair kits. Product colors are matched to original manufacturer (OEM) color codes. Due to the nature of automotive paint, slight color variations may occur depending on the vehicle's age, condition, previous repairs, and environmental factors. We recommend testing the paint on a small, inconspicuous area before full application.

3. Pricing and Payment

All prices listed on our Allegro store include applicable VAT. Payment is processed through Allegro's payment system. We accept the payment methods available on the Allegro platform. The purchase price is due at the time of placing the order.

4. Shipping and Delivery

We ship from our warehouse in Augsburg, Germany via DHL and UPS.

- **Delivery to Poland:** 1–3 business days
- **Delivery to Czechia, Slovakia, Hungary:** 2–3 business days
- **Delivery to other EU countries:** 2–5 business days

Shipping is free on all orders. Dispatch occurs within 1 business day of receiving the order. Orders placed before 14:00 CET on business days (Monday–Friday) are dispatched the same day.

5. Right of Withdrawal

In accordance with EU consumer protection regulations, you have the right to withdraw from the purchase agreement within **14 days** of receiving the goods, without providing any reason.

To exercise your right of withdrawal, please inform us by sending a clear statement to hello@colorndrive.com including your order number. You must return the goods within 14 days of notifying us of your withdrawal.

Return shipping costs are borne by the buyer. Please send returns to:

colorNdrive UG (haftungsbeschränkt)
Bürgermeister-Widmeierstr. 23
86179 Augsburg, Germany

Refunds will be processed within 14 days of receiving the returned goods, using the same payment method used for the original transaction.

6. Warranty

All products are covered by a **24-month manufacturer warranty** from the date of delivery. The warranty covers defective or damaged products upon delivery, color mismatch due to manufacturing error, and packaging defects.

The warranty does not cover:

- Improper application or use of the product
- Color variation due to vehicle age, weathering, or previous repairs
- Products that have been opened and partially used (unless defective)

To file a warranty claim, contact us at hello@colorndrive.com with your order number and photos of the issue. We will respond within 2 business days.

7. Complaints

If you receive a product that is damaged, defective, or inconsistent with the description, you may file a complaint through Allegro's complaint system or by contacting us directly at hello@colorndrive.com. We will respond to all complaints within 14 calendar days of receipt. In the event of a valid complaint, we offer repair, replacement, price reduction, or a full refund at the buyer's choice, in accordance with applicable consumer protection laws.

8. Limitation of Liability

Our liability is limited to the purchase price of the product. We are not liable for any damage caused by improper application of our products, including but not limited to damage to vehicle paintwork. We strongly recommend following the application instructions provided with each product and testing on a small area first.

9. Applicable Law and Dispute Resolution

These terms are governed by the laws of the Federal Republic of Germany. For consumers residing in the EU, mandatory consumer protection provisions of the consumer's country of residence apply where they provide a higher level of protection.

The European Commission provides an Online Dispute Resolution (ODR) platform at: <https://ec.europa.eu/consumers/odr>. We are willing but not obligated to participate in dispute resolution

proceedings before a consumer arbitration board.

10. Bundle Products

If you purchase a product bundle and wish to return only part of the bundle, the refund amount will be reduced by the difference between the bundle price and the individual price of the retained products. The bundle discount applies only when all items are purchased together.

11. Contact Information

For any questions regarding these terms, your orders, or our products:

Email: hello@colorndrive.com

Website: www.colorndrive.com

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