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Distance/off-premises selling: information to be given to customers in advance, confirmation of the contract in writing, withdrawal from a contract, delivering of the goods, other specific obligations

Heruntergeladen am 26.07.2025

<https://fimportal.de/xzufi-services/102840709/B100019>

Modul	Sachverhalt
Leistungsschlüssel	99154075000000
Leistungsbezeichnung I	Distance/off-premises selling: information to be given to customers in advance, confirmation of the contract in writing, withdrawal from a contract, delivering of the goods, other specific obligations
Leistungsbezeichnung II	Distance/off-premises selling: informing consumers, contractzs and withdrawal, delivery of goods
Typisierung	11 - SDG: Allgemeine Rechte und Pflichten
Quellredaktion	Bund

Modul	Sachverhalt
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt
Leistungsgruppierung	SDG allgemeine Rechte und Pflichten (154)
Verrichtungskennung	
SDG-Informationsbereich	Verkäufe im Fernabsatz und außerhalb von Geschäftsräumen: Informationen, die Verbrauchern vorab zu erteilen sind, schriftliche Vertragsbestätigung, Rücktritt von einem Vertrag, Lieferung der Waren, sonstige spezifische Verpflichtungen
Lagen Portalverbund	Verbraucherschutz (2140100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	20.07.2022
Fachlich freigegeben durch	Your Europe Portal (European Commission)
Handlungsgrundlage	
Teaser	You can find out here which requirements and rules must be considered with regard to contracts with consumers and distance selling under EU law.
Volltext	Consumer contracts and guarantees Contracts with consumers When you sign contracts with consumers, you need to respect EU and national fairness and transparency requirements, and make sure your contracts don't include unfair terms. Find out how to ensure your business is consumer law ready. Consumer guarantees Check your after-sale responsibilities for consumer contracts and obligations to your customers, such as

Modul	Sachverhalt
	the 14-day cooling-off period when selling online, off-premises or at a distance. Read about the legal guarantees and warranties in each EU country. E-commerce, distance and off-premises selling There are specific rules you need to follow when selling to the final consumer that you don't meet face-to-face (as long as certain conditions are met). For example, information should be provided clearly and in writing and your customers can withdraw from the contract within 14 days - without any penalty and without having to give any reason.
Erforderliche Unterlagen	
Voraussetzungen	
Kosten	
Verfahrensablauf	
Bearbeitungsdauer	
Frist	
weiterführende Informationen	The Your Europe Portal provides comprehensive information for citizens and businesses. • Dealing with customers • Consumer contracts and guarantees • E-commerce, distance and off-premises selling
Hinweise	
Rechtsbehelf	
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Distance/off-premises selling: information to be given to customers in advance, confirmation of the contract in writing, withdrawal from a contract, delivering of the

Modul

Sachverhalt

goods, other specific obligations, Verkäufe im Fernabsatz und außerhalb von Geschäftsräumen: Informationen, die Verbrauchern vorab zu erteilen sind, schriftliche Vertragsbestätigung, Rücktritt von einem Vertrag, Lieferung der Waren, sonstige spezifische Verpflichtungen