Instruction Manual

for the use of the internet shop at

www.versandhaus-schneider.de

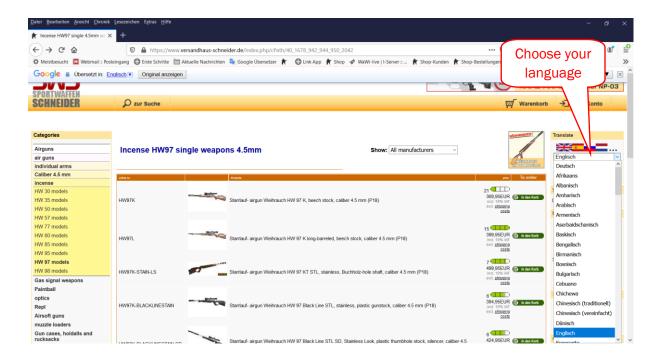
Our whole shop system is generally operated on the basis of german language. This manual is intented to be a help for our foreign customers. It explains several actions that can be taken in our internet shop in English, e.g. registration process, to browse the shop in English, to make an order, to change personal data etc.

For the first time of use we would recommend to read the manual from the beginning to the end to avoid missing important information.

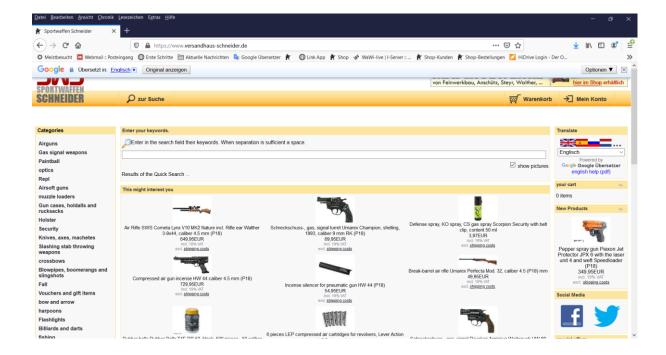
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1. How to change the shop language?

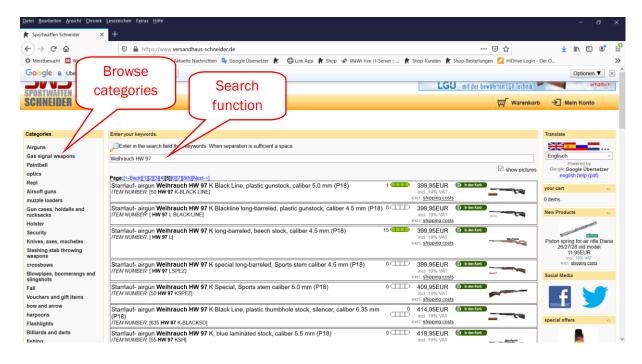


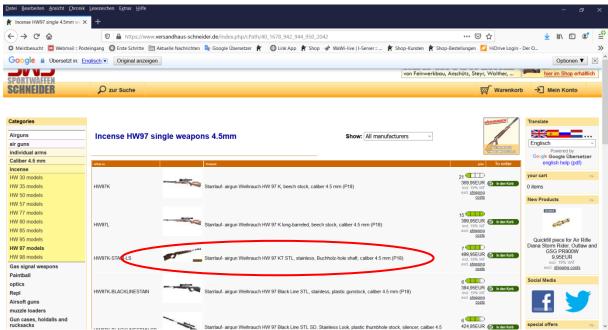
You can change the language in our internet shop to your preferred language. You can do it at the top of the right column. Just click "Select Language" and scroll to your language, e.g. English. The translation works on the basis of google translate. The results are not absolutely satisfying in all cases, but it will give you a rough idea of the topic.

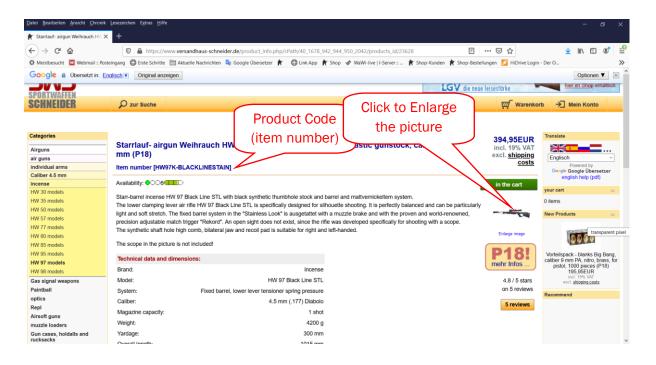


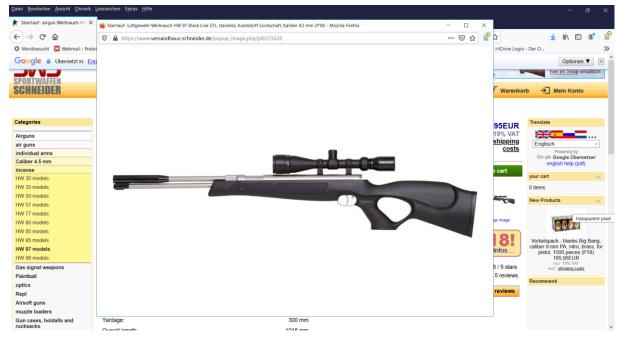
2. How to browse the shop for products and information?

The best way to search for products would be the quick search function on the upper right side. The other way is to browse our internet shop by clicking the categories and the sub categories on the left hand side or in the middle until you reach the product listing. There please click on an individual item for further information:









Repeat these steps for all products you are interested in.

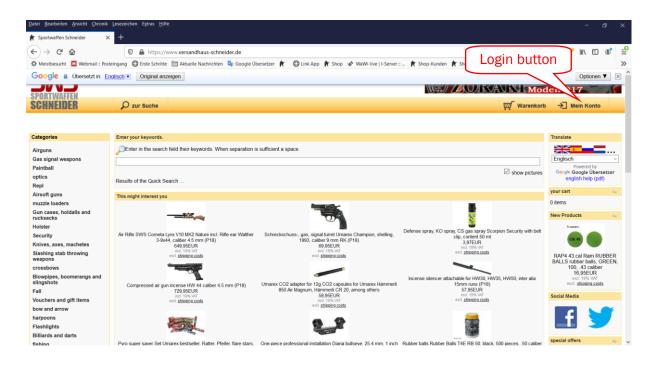
Attention! For technical reasons you can not put products into your basket, yet.

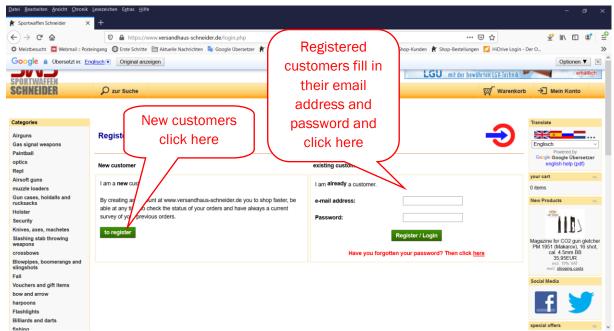
There are problems with google translate, because google translate does not work with encrypted sites.

Therefore the best way is, to write down the product codes (in square brackets under the product headline) for all the products you may want to order before you login as a customer.

3. How to register as a customer?

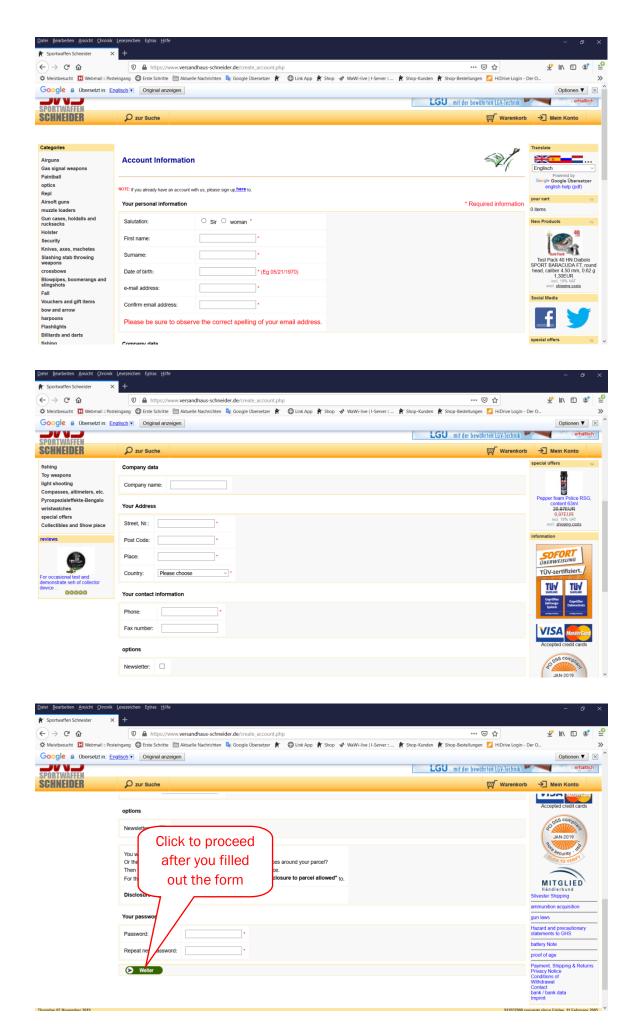
First at all click the "Mein Konto" button in the upper right corner:



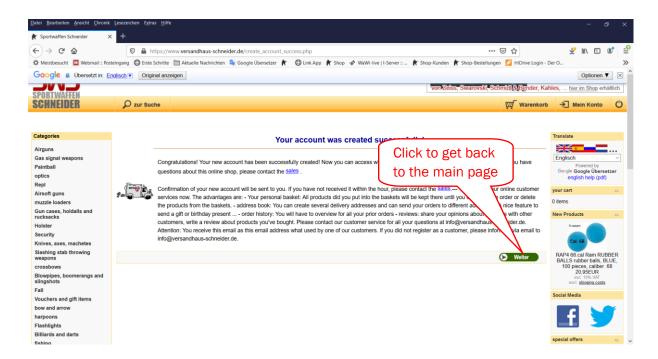


Please click the "to register" button and fill out the form on the next screen as shown in the pictures.

If you are a registered customer already, please fill in your email address and password and click the green "Register / Login" button.



The next screen only confirms that you have registered successfully as a customer in our internet shop and informs you that you will receive an email to confirm your registration. When you click the green "Weiter" button you will come back to the start page then.

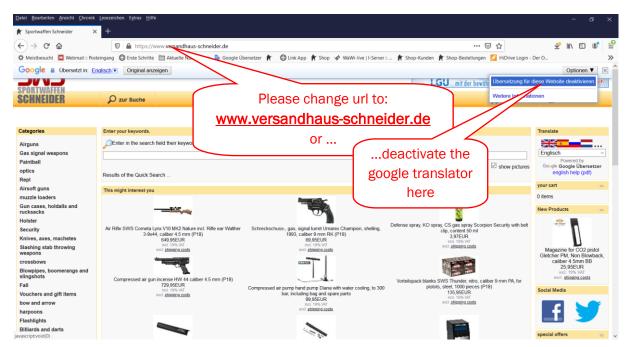


4. How to add products to the basket?

Attention! One must not be in the google translate mode to put products in the basket and to place orders.

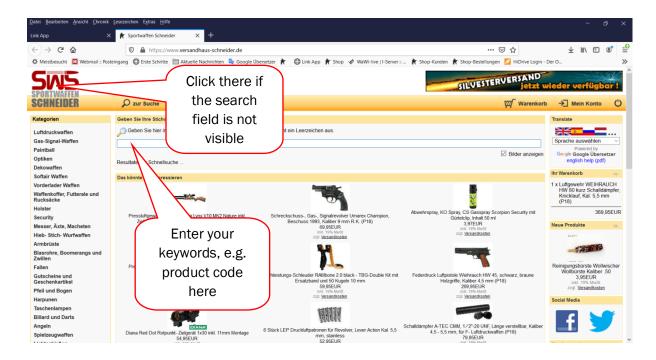
Therefore please change back to the "normal" mode as shown below, if you are in the translate mode. Of course you will have no translation function then. That's the reason why you should have wrote down the product codes of your requested products before you log in.

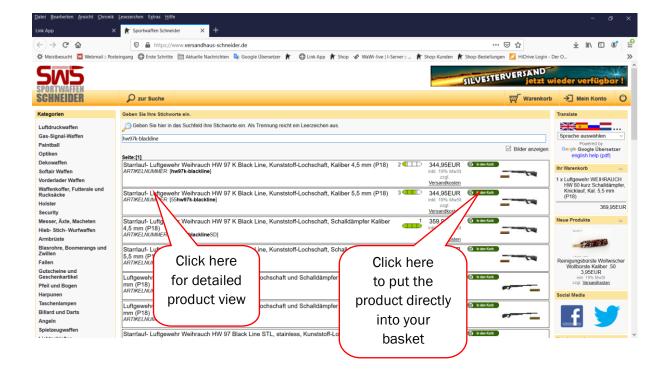
Please do NOT use the translation function through the whole order process!



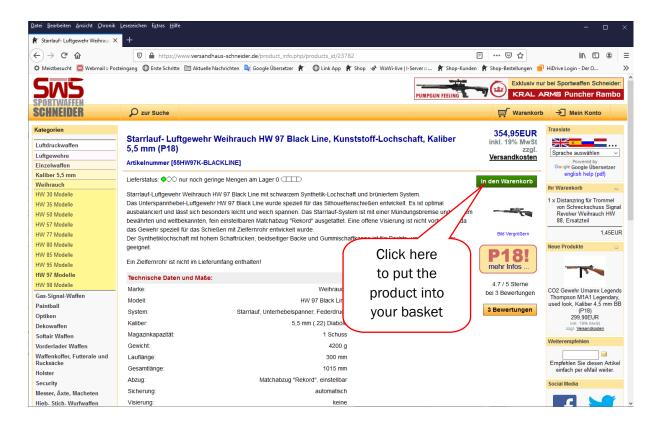
Then log in to your customer account (you must already have register before as a customer) as described in step 3.

Next enter the product code of your requested product into the search mask. You do not need to enter there, but the search process can take some seconds.





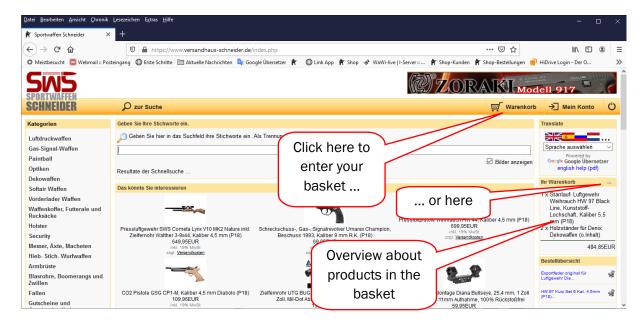
If you click for the detailed product view, then you will find the green button "In den Warenkorb" (In den Warenkorb) in the upper right corner.



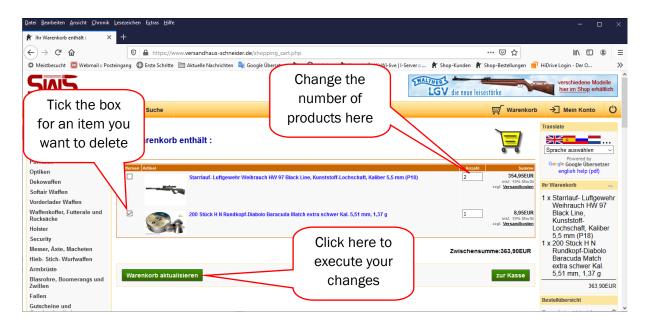
Please repeat the steps above for all your requested products. How to check your baskets, to delete products from the baskets or to change the quantity for products in the baskets, will be explained in the next step.

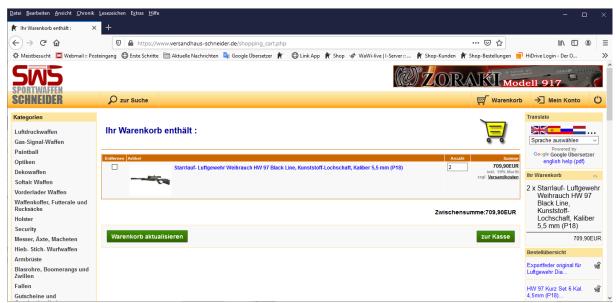
5. How to check, delete or change the basket?

You have to be logged in to your customer account and you must not be in the translate mode. You can see the products in your basket.



When you are in your basket you can delete a product by ticking the box for this product in the first column and you can change the number for a product in the "Anzahl" column. All actions will not be effective until you click the "Warenkorb aktualisieren" button (Warenkorb aktualisieren). You will see the changes also in the right column "Ihr Warenkorb".

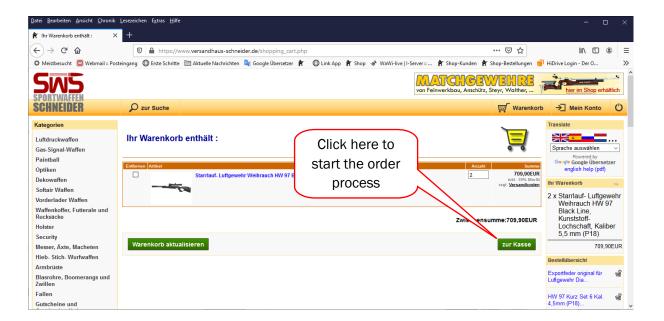




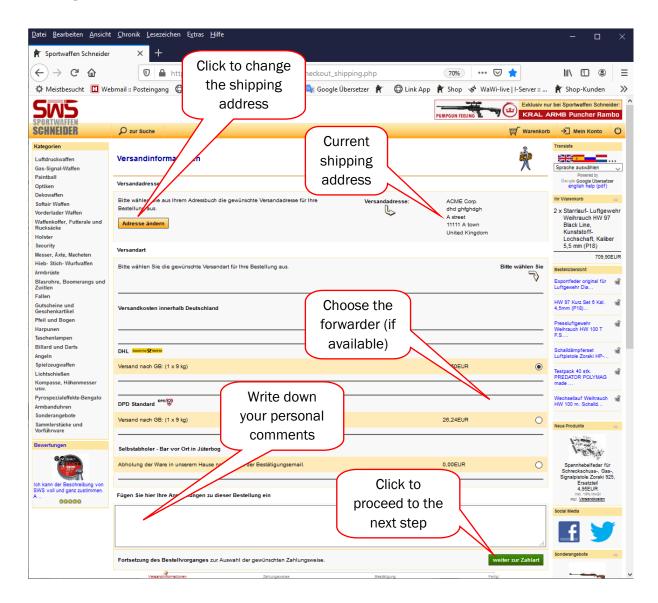
The content of your basket will be kept in your basket even if you log out / log in. Therefore you can proceed from the step you were in the next session.

6. How to transmit the order?

If you have got all requested products in your baskets, you will have to transmit the order. At first you have to click the button "zur Kasse" (zur Kasse) in your basket to start the order process:



On the next site you can check or change your shipping address, choose between different forwarders (not available for all countries) and add comments and notes. (How to change the shipping address will be explained in section 7).



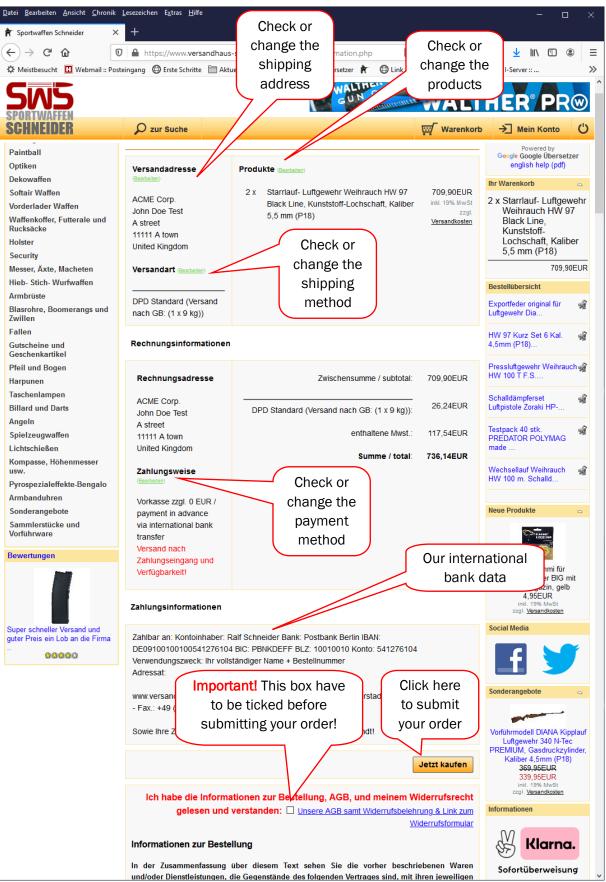
At the next page you can choose the requested payment method (and again you can change the address or add a comment). The three payment methods are:

- 1. "Sofortüberweisung" a fast payment service, but not available in many countries
- 2. "Kreditkarte" credit card payment
- 3. "Vorkasse" payment in advance via international bank transfer

No action will be effective before you click the green "Weiter" button (weiter) to proceed to the next site.



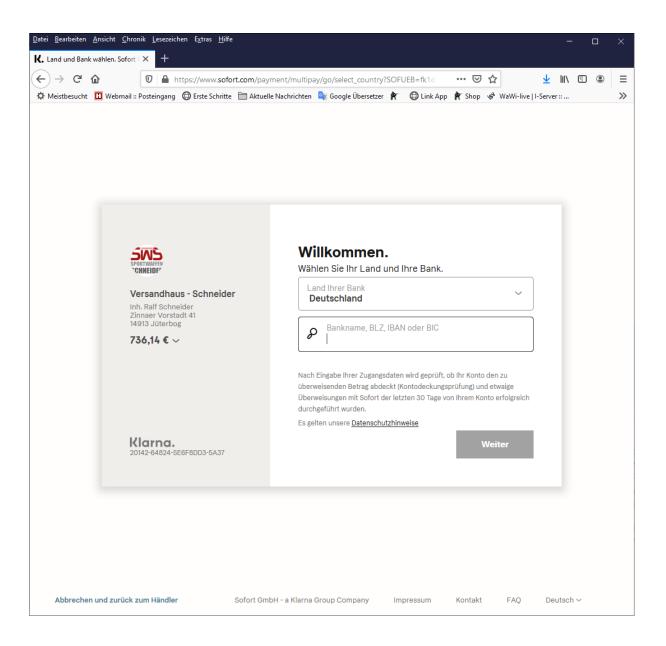
At the next page you can check the correctness of the data and change them if necessary by clicking "Bearbeiten". If everything is okay, you can submit your order by clicking the yellow button "Jetzt kaufen" (Jetzt kaufen), but - attention - please check that the box next to "Unsere AGB" is ticked. Otherwise the order will not be submitted.

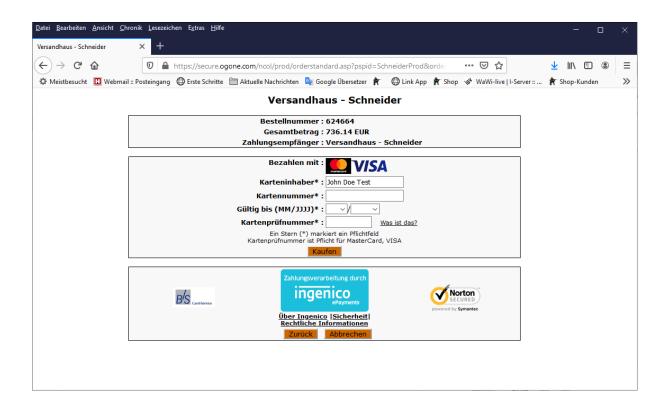


If you have chosen "Vorkasse" (international bank transfer in advance) as payment method, you will have completed the order process at this stage and you will get a confirmation email soon.

If you have chosen "Sofortüberweisung" or credit card payment you will be forwarded to the respective third party service provider Sofort GmbH/Klarna Group or Ingenico Payment Services GmbH to process the payment.

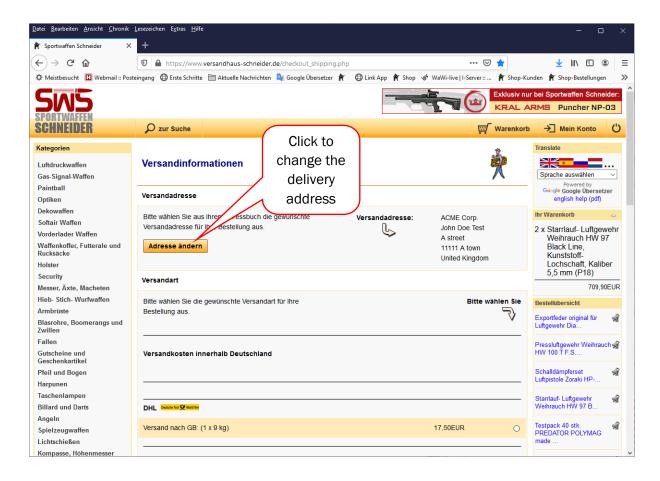
Attention! If you abandon or cancel these third party processes (Ogone, Sofortüberweisung) at any stage your order will **NOT BE SUBMITTED** and **NOT PROCESSED BY US**, the goods should be still in your basket then and you can try to place the order again.



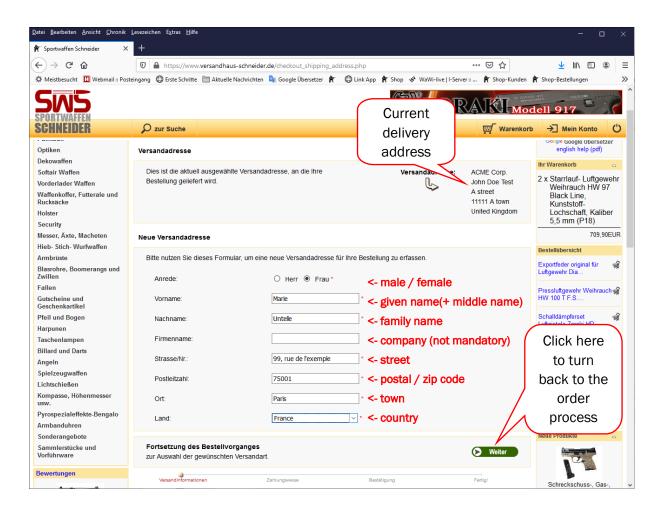


7. How to change or add a delivery address?

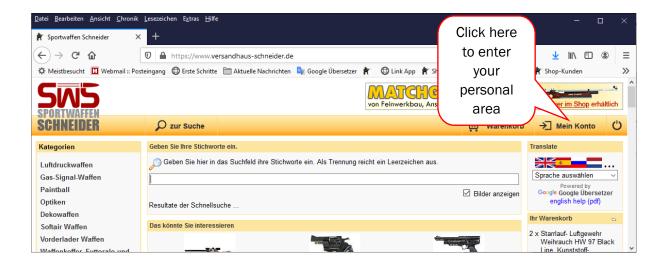
You can change the delivery address directly from the order process (or from your personal login area; explained further down):



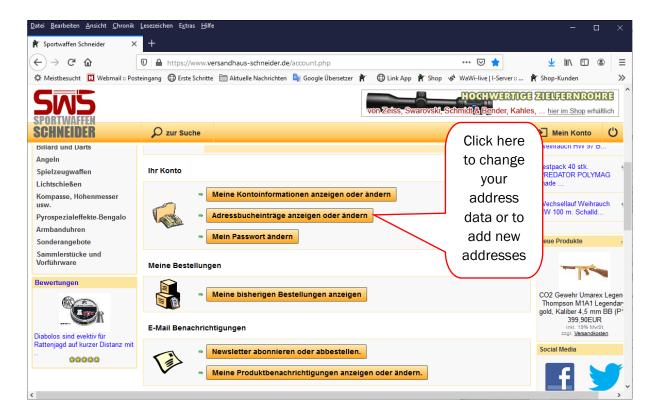
Enter all data of the delivery address as shown below and then click the green button "Weiter" in the lower right corner to turn back to the order process:



You can change your address(es) also in your personal login area. You have to be logged in to your customer account and must not be in the google translate mode.

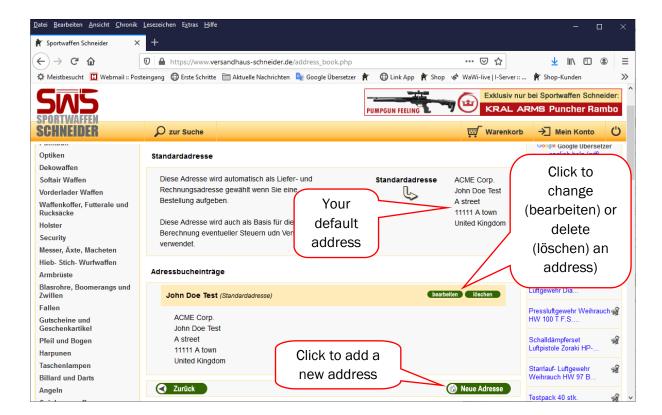


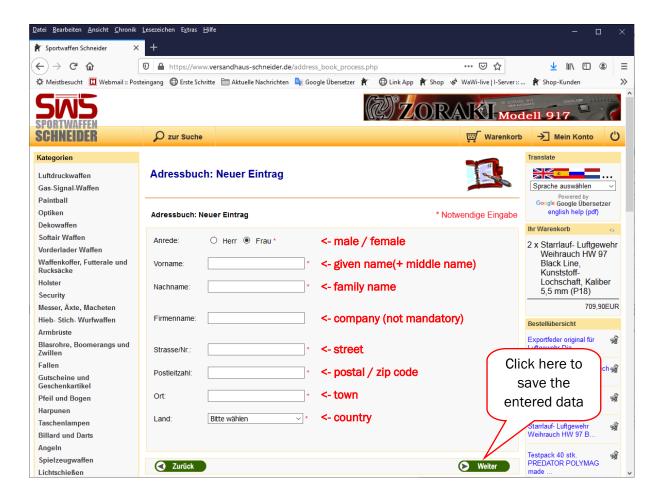
At the next page you can change or add addresses as well. (Furthermore you can change your personal data and your password and have a look on your previous orders).



In the first frame you will see your default address. Shipping cost will be calculated at the basis of this address unless you do not choose a different delivery address. There is no action required if this address is your correct shipping and invoice address.

In the second frame you can see all your addresses (up to 5 addresses) and you can change ("bearbeiten") or delete ("löschen") them. If you want to add a new address, please click on the button "Neue Adresse" (Neue Adresse) in the third frame.





Your changes will be shown then in your personal area. Your new address can be changed or deleted like any other address.

