



The German language version of the FAQ's is the governing document. The English language translation is provided for convenience only.

TAPETO
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FAQ: ordering, processing, shipment

FAQ:

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1. What is the sample service?

All details and pictures have been proved accurately. By technical reasons colour variations at your computer monitor are possible. For this reason we send you wallpaper samples by request (size A4), which enable you to assure oneself of the wallpapers' colour and quality. This service is free of charge within Germany (up to 5 samples) and within the EU (up to 10 samples) once before an order of our products. Delivery is effected within 3-7 working days (within EU).

Worldwide sample deliveries start at Euro 4.50 (rates will be determined by your destination). Delivery is effected within 14 working days (international).

Please tell us the desired item numbers and your postal address using our [Sample Service](#) and we will authorise the dispatch of your samples as quick as possible. Please note: There is no sample service available for manufacturers Komar and Pickhardt & Siebert (P+S).

2. How do I pay for my order?

- We offer different kinds of payment options:
 - within Germany:
 - payment per prepayment
 - [DIRECTtebanking](#) (Sofortueberweisung)
 - [PayPal](#) Express
 - [Moneybookers](#) (Credit card, Direct debiting system)
 - Abroad:
 - payment per prepayment
 - [PayPal](#) Express
 - [Moneybookers](#) (Credit card, Card Blue [FR], iDEAL [NL], Netpay [AT], Przelewy 24 [PL])
- Other kinds of payment options are only provided for regular customers of ours.
- For wallpaper as well as for sample consignments please transfer the amount invoiced to the following account (Within the EU please use SEPA):

Remittee:	Tapeto
Bank:	Spreewaldbank eG
Bank Identification Code:	180 926 84
Account Number:	127 116

Reason for Payment/Transfer:	surname, first name or customer no.
	order no. + order date

- Your products will be shipped after credit entry
- Account detail for payments from abroad:

IBAN:	DE59 1809 2684 0000 1271 16
SWIFT/BIC:	GENODEF1LN1

3. How „Moneybookers“ works?



Vision

We aim to be tomorrow's first truly universal destination for enabling the most secure and convenient digital money transactions helping people and businesses to connect at anytime, anywhere in real time.

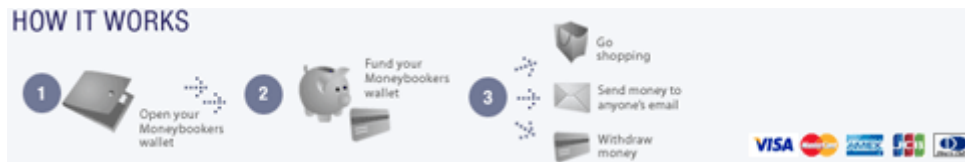
Mission

moneybookers.com is a highly competitive and trusted banking alternative that provides millions of internet users worldwide with access to online shopping and money transfer in the most reliable, secure and convenient way. For our customers we focus on providing the highest level of transparency, reliability and customer satisfaction. Moneybookers.com provides an international, innovative and entrepreneurial environment that delivers the most value to all of its stakeholders while shaping the world of e-commerce.

Please follow the instructions:

- Select Moneybookers as method of payment
- As soon as the page has loaded you are requested to log-on to your Moneybookers-Account by entering your email-address and password
- Select your preferred method of payment and then confirm the payment

As soon as the procedure is finished you will be reverted to the webshop-page while Moneybookers inform us immediately about your transaction. All what you have to do then is to wait for your purchased items or services.



NEW: Credit Card Payment

Moneybookers now offers all methods of payment with separate payment websites. If you select e. g. credit card as method of payment, a secure credit card connection opens.

NEW: No Registration

As a new customer you do not have to go through a long-winded process of registration as known from alternative methods of payment. For instance, simply enter your credit card information as usual – select a password – make your payment – finished.

NEW: More than 50 methods of payment from one source

Moneybookers now offers 10 more local methods of payment such as Carte Bleue in France or Netpay in Austria. Therefore Moneybookers as the only provider covers all relevant European methods of payment.

And the best: For all methods of payments offered by Moneybookers you do not need be obligatory a Moneybookers-customer!!!

4. How „Sofortueberweisung“ works?



Direktebanking (www.directebanking.com) is the innovative direct-transfer method with ISO (TÜV) certificate and ISO (TÜV) tested transaction security. "DIRECTebanking.com" was developed by Payment Network AG and is to date already being offered by several thousand online providers in Germany, Austria and Switzerland.

Via the secure, for online providers not accessible payment form of Payment Network AG, DIRECTebanking.com actions an automated remittance in real time from your online bank account. The purchase amount is thus transferred instantly and directly to the bank account of the vendor..

Do I have to register with DIRECTebanking.com?

You do NOT have to register with DIRECTebanking.com to be able to use DIRECTebanking.com as your method of payment.

What advantages are there in paying with DIRECTebanking.com?

There are many advantages, in particular you can count on reduced delivery time by your provider since the provider receives proof of payment immediately after confirmation of remittance. DIRECTebanking.com also belongs to the most secure methods of payment on the market.

On the safe side – on your side!

All transactions that you carry out with DIRECTebanking.com are insured against misuse of PIN/TAN numbers, phishing and pharming. An insurance policy with a renowned German insurance company was signed for this purpose.

Payment Network AG signed an insurance policy against PIN/TAN misuse with a renowned German insurance company in February 2007.

Your advantages:

- **Faster**

When placing an order, the automated payment system notifies the shop provider instantly a payment has been made. In this way, services are made available and products are dispatched immediately.

Orders placed using DIRECTebanking.com are delivered on average 3 days earlier (compared to advance payment)

- **More user friendly**

Here you can see how DIRECTebanking.com works in just a few steps

1. Select the country where your bank account is located. Enter the bank code linked to your online banking account.
2. Enter the name of the owner of the online banking account, and the account number.
3. Here you enter the same information that you entered when you registered for online banking.
4. Confirm your order by entering a TAN (provided by your bank). Your transaction will be confirmed directly and your supplier can dispatch the item(s) INSTANTLY.



As soon as the procedure is finished you will be reverted to the webshop-page

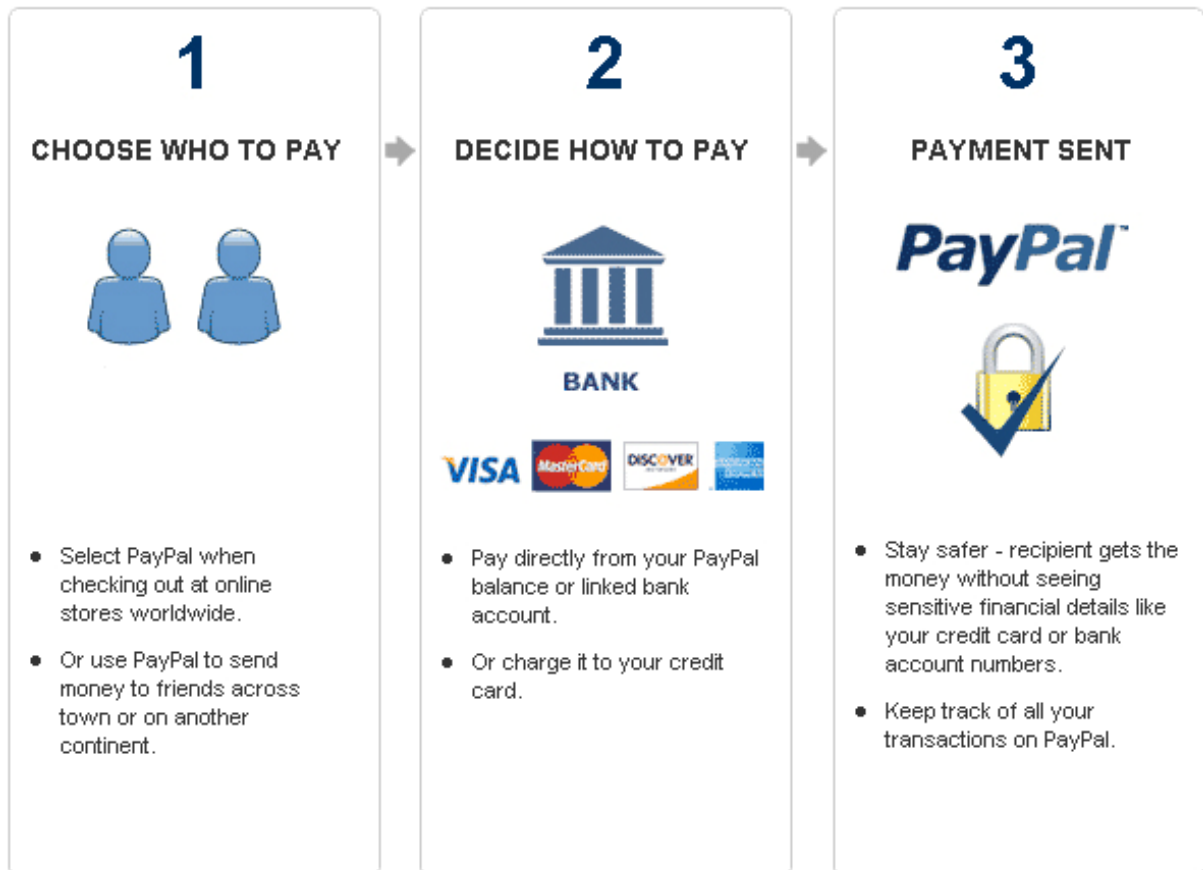
- **Without registration**

With DIRECTebanking.com, you can pay easily, secure and simple, without registering. All you need are the details of your online account (from your bank). You can pay using just your bank code, account number, PIN and TAN.



5. How „Paypal/ Paypal Express“ works?

  <p>Schnell, einfach, sicher</p>	<ul style="list-style-type: none"> • The safer, easier way to pay online. • Pay without exposing credit card numbers to the merchant. • Speed through checkout while shopping online.
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6. Why don't you accept credit cards?

Payment by credit cards is very convenient but also costly. Depending on the issuing bank or company up to 5% of the invoice amount is due as disagio (commission for the credit card issuing bank or company). As a consequence the prices of our products would increase.

7. Why can only be ordered against prepayment?

Since we always try to sell our wallpapers at a good price, we have to secure payment in advance.

8. Is there a minimum order quantity?

No, there is no minimum order quantity. We deliver free of shipping costs from the smallest possible unit within Germany (rolls).



9. How does shipping work?

All parcels will be shipped by UPS or DHL. If you can not receive the shipment by yourself, the driver leaves a notification in your mailbox or a recall is requested. The next delivery date is annotated on this notification. If you know you will not be present on the second delivery date as well please make an appropriate appointment **in advance** by using the phone number stated on this notification. [Read more...](#)

10. What are the shipping rates?

No shipping and handling will be charged for orders within Germany. For shipping and handling please take a look at our [Shipping and Handling](#).

11. How long does an order take to arrive?

Germany: Most items will arrive within 1-6 working days of shipment.
EU: Most items will be delivered within 3-15 working days.

Items are shipped only after payments are received. [Read more...](#)

Remember your delivery may also be subject to customs charges, we have no control of, and which must be borne by you.

12. What if the manufacturer can not deliver?

In some cases it may occur that the desired wallpaper can not be delivered by the manufacturer temporarily. Since order details are only passed on to the manufacturer for dispatch after payments are received it may occur that in the meantime the desired product came out of stock. In that case we will let you know straight away when the manufacturer is able to deliver respectively when the wallpaper will be produced again.

Normally only 0.5 – 1% of all orders are affected. In that case you can decide whether you want to wait until the wallpaper is available for delivery or you can choose another type of wallpaper. But if you rather want to cancel your order we will refund your money immediately without any commission or inquiries and will stop the order.

13. What if my parcel is damaged?

If a parcel arrives damaged please let the parcel service confirm that for you and please report it to us. In case of doubt refuse acceptance.

14. What if I don't like the product(s) ordered? How can I return the whole or parts of my order?

You are not bound by the order if you cancel it within a period of two weeks after receipt of the products. If you have to return an item please write an email to: info@TAPETO.de or call +49(0)35 46. 22 97 01 (10 a.m.- 4 p.m [GMT +1]). Thereupon we will send you a return label (by mail or email). If you have received it please schedule a collection with the parcel service which can be arranged to have your shipment collected at the agreed address. (q. v. "[Our Terms and Conditions](#)")

15. What do I have to bear in mind with re-orders?

For re-orders we necessarily need the dye lot-number of the wallpaper purchased, which may also be referred to as the run, batch or shade number, since we can only insure uniformity in colour, shade and texture for wallpapers from the same run. This specific code can be found on the delivery receipt, on the instruction leaflet that reveals the production batch of the wallpaper.

16. Can I reorder single wallpaper rolls?

Individual orders are possible at all times. The price for a single roll can possibly exceed the price you originally paid for a single roll ordering a larger quantity of rolls.

17. Can I order wallpapers which can not be found in the shop?

We are able to deliver each type of wallpaper produced by the manufacturers listed in our shop.



18. What do I have to consider with a quote request?

Please use our [contact](#) form to request articles and prices directly. To compile a quote we need the following information:

- your name
- your email-address
- order or item number (indicated on the roll or in the wallpaper-book)
- number of required rolls

Order requests are always processed promptly.

19. How long is your warranty?

TAPETO grants a warranty period of two years for all its products from the date of delivery. Have you got any further questions do not hesitate to contact us.

20. Can I change or cancel my order?

Should you have ordered the wrong wallpapers by mistake or you want to add an article to your order we can usually accommodate changes if we are notified before your order is shipped. But please remember that your orders are processed very promptly. To make sure that your changes can still be included in your order the most suitable way to submit your request is to call [+49.\(0\)3546.229701](tel:+49(0)3546.229701) (8 a.m.- 4 p.m [GMT +1]). If you submit your request via another method such as a direct e-mail to: info@TAPETO.de, it will delay the processing of your request. You can also cancel your order in whole or part if you cancel it within a notification period of two weeks from the receipt of products. It may be made in writing on a permanent data carrier or by the return of the delivery to: TAPETO, Proprietor Steffen Jeschke, Hartmannsdorfer Straße 32, 15907 Luebben, Germany.

For further questions, please don't hesitate to [contact](#) us.