

General Terms and Conditions for Fan Merchandise of VfL Wolfsburg-Fußball GmbH (GTC)

(as of: 01.07.2026)

1. Scope of application of the GTC

These General Terms and Conditions apply to the legal relationship ('purchase contract') established by the purchase of fan merchandise from VfL Wolfsburg-Fußball GmbH, In den Allerwiesen 1 in 38446 Wolfsburg, entered in the commercial register of the local court of Braunschweig under HRB 100486, with VAT ID DE213017468, legally represented by the managing directors ('Club'), by the contractual partner ('Customer').

2. Conclusion of contract, auction, minimum order value, transfer of risk

2.1 Online orders and guest orders:

a) When ordering fan merchandise online, a personal password will be assigned to the customer upon registration. The customer is responsible for ensuring that no unauthorized third parties gain knowledge of their password. The customer is liable for any misuse by third parties in this context, unless they are not responsible for the misuse.

In the case of online orders, the customer submits a binding offer to conclude a contract with the club by placing an order for fan merchandise using the online command provided for this purpose on the club's website www.woelfeshop.de ('Wölfeshop'). The club confirms receipt of the contract offer to the customer online ('order confirmation'). The order confirmation does not constitute acceptance of the offer but is subject to the availability of the fan merchandise ordered and the consideration of special circumstances (e.g. credit checks). The contract between the club and the customer based on these General Terms and Conditions is only concluded when an order confirmation is sent or, at the latest, when the fan merchandise is delivered.

Orders are stored by the Club after conclusion of the contract until the data is no longer required. If the customer loses their order documents, he can contact the Club by email/fax/telephone.

b) When ordering as a guest, the contract is concluded in accordance with section 2.1 a) without requiring password-protected registration ('online account') in the Wölfeshop. In this case, the sale is processed by the club on a transaction-by-transaction basis and is not assigned to a registered customer. Customers cannot manage their orders themselves or view their order history via their online account.

2.2 Other orders: For orders placed by telephone or email, as well as for purchases made in person at the fan shop, the contract is concluded at the latest upon delivery or handover of the fan merchandise on the basis of these General Terms and Conditions.

2.3 Auctions: The following special provisions apply to auctions; the remaining provisions of these General Terms and Conditions apply in addition.

The club lists auction items marked as such in the Wolf Shop as part of an auction. Listing such an item constitutes a binding offer to conclude a purchase contract for that item. In addition to information about the condition of the item, the auction item also includes the minimum price that must be bid initially, as well as a period defined by the club during which any registered customer with an online account can place bids. To do so, the customer must be logged into their online account. A valid bid is placed when the bid meets or exceeds the minimum price or exceeds valid bids placed by others.

The submission of bids using automated data processing programmes is prohibited. The customer is bound by this bid unless he is entitled to withdraw his bid by law. The bid expires if another customer submits a higher bid during the bidding period. During the bidding period, an anonymous list of bidders is kept for the item in order to outline the price development. If the customer is the highest bidder at the end of the bidding period, a contract is concluded between them and the club for the purchase of the auction item at the price bid by the customer, unless the club was legally entitled to withdraw the offer and cancel the bids submitted. The customer will be notified of the conclusion of the contract by email, which will include the text of the contract.

The Club is entitled to withdraw from the purchase contract if the customer has not paid for the goods within 7 days of concluding the purchase contract. The receipt of funds into the Club's account is decisive for the timeliness of payment. The Club is also entitled to withdraw from the purchase contract if the customer revokes the direct debit authorization granted to the Club or objects to the debit from their account with the bank.

In the event of repeated abusive bids, the Club is entitled to exclude the customer from future auctions. If the customer participates in an auction despite being excluded and is the highest bidder, the contract will not be concluded with the customer. Instead, the item will be offered to the second highest bidder, reauctioned, or not auctioned at all, at the Club's discretion.

2.4 Minimum order value: The minimum order value is €2.95.

3. Prices, shipping, and payment methods

3.1 Prices and shipping costs: The prices listed at the Club's sales outlets are gross prices – provided the customer is a consumer according to Section 13 of the German Civil Code (BGB) – and include

statutory sales tax. All prices stated on the platform are subject to change and non-binding, subject to possible typographical, printing, or calculation errors.

Delivery and shipping costs – for orders placed via the Wölfeshop or by phone/email – are added:

- For deliveries within Germany: €4.95,
- For deliveries to other EU member states: €20.00, and
- For deliveries to non-EU member states: €35.00.

For orders over €80.00, delivery and shipping costs are waived for deliveries within the Federal Republic of Germany.

Customer fees are not charged beyond this amount.

3.2 Method of Payment: Depending on the type of merchandise purchased, payment of the purchase price can be made in cash, by EC-card, SEPA-direct-debit, by credit card (VISA/MasterCard), or PayPal. The club reserves the right not to offer certain payment methods for each order and to refer to other payment methods. In such a case, the customer is free to choose one of the remaining payment methods. For orders placed in the Wolves shop, the purchase price will be debited after the order confirmation has been sent, with the debit taking place before the goods are shipped; this also applies to orders placed by phone or email.

3.2.1 SEPA Direct Debit Mandate: If the customer grants the club a SEPA-direct-debit mandate, the direct debit will only be collected after the invoice has been issued and will be notified to the customer at least one business day in advance. The customer agrees to ensure sufficient funds are available in the account. Costs incurred due to non-payment or reversal of the direct debit will be borne by the customer, provided the non-payment or reversal was not caused by the club.

3.2.2 Credit Card: Payment by credit card is made by entering the credit card number, expiration date, and, if

applicable, the CVC number in the corresponding fields of the order dialog. Once you have entered your payment details and clicked the confirmation button, your information will be sent encrypted. This prevents external access. By paying by credit card, the customer expressly authorizes the club to collect the amounts due.

3.2.3 PayPal: When paying via PayPal, the customer has the option of making payments with MasterCard, VISA, American Express, or a bank account. A customer account is required for payment via PayPal. When paying with PayPal, the PayPal Terms and Conditions apply in their currently valid version; see also the PayPal Terms of Use.

3.3 Retention of title: The delivered goods remain the property of the Club until full payment has been made.

3.4 Cancellation: If payment is not successfully processed for reasons attributable to the customer (e.g., insufficient credit card or account funds, chargeback), the Club is entitled to cancel the order without compensation. Any additional costs incurred must be reimbursed by the customer. The Club reserves the right to assert further claims for damages. The Club shall further be entitled to suspend performance of its obligations or to prohibit the customer from placing further orders where payments due under any other contractual relationship with the Club (including, but not limited to, tickets or memberships) remain outstanding in whole or in part.

3.5 Default: Payment of the purchase price is due immediately upon conclusion of the contract. If the customer defaults on payment of the fee according to Section 3.1, the Club reserves the right to charge a flat-rate reminder fee of EUR 10 in addition to this fee. The customer is permitted to provide evidence that this fee was not incurred or was not incurred in this amount. The right to assert further damages (cancellation, chargeback fees, etc.) remains reserved.

3.6 Offsetting: The customer is only entitled to offsetting if his counterclaim has been legally established or acknowledged by VfL Wolfsburg. The customer may only exercise the right of retention if his counterclaim is based on the same contractual relationship.

3.7 Shipping: Fan merchandise is shipped by post at the customer's expense in accordance with Section 3.1. The Club selects the shipping company and provides the shipping details of the customer to the shipping company for contract fulfillment in accordance with Art. 6 (1) (b) of the EU - Datenschutzgrundverordnung ("DSGVO"). Delivery takes place within Germany within 2-5 working days. If the merchandise is not received by this time, the customer must immediately notify the Club of any loss during shipping at the contact address specified in Section 9.

3.8 Partial Delivery: The Club is entitled to partial delivery, provided this is reasonable for the customer. In this case, shipping costs will only be charged for the first partial delivery, unless the partial delivery is requested by the customer.

3.9 Passing of Risk: If the customer is an entrepreneur according to Section 14 of the German Civil Code (BGB), the postal shipment of the fan articles is at the customer's expense and risk. The risk of loss or damage to the fan articles during shipping is borne by the customer, unless there is gross negligence or willful intent on the part of the club or its vicarious agents. If the customer is a consumer within the meaning of Section 13 of the German Civil Code (BGB), the risk of accidental loss and accidental deterioration of the sold item during shipping only passes to the customer upon delivery of the goods.

3.10 Undeliverability: If delivery of the goods fails despite delivery attempts and notifications, the Club may withdraw from the contract. Any payments made, with the exception of shipping costs, will be refunded to the customer, unless the Club

claims further damages, which is expressly reserved.

4. Warranty

4.1 Warranty rights: The statutory warranty provisions apply.

Upon request, the buyer will be provided with information on the availability of replacement goods, spare parts, and repair options through the contact channels specified in Section 8.

4.2 Warranty: An additional warranty for goods delivered by the provider is not provided unless such guarantee is expressly granted for the respective goods in the particular case. The statutory warranty rights remain unaffected.

5. Trademark Rights

All logos, photographs, and other images in the Wölfeshop are protected by trademark and/or copyright law. Any use without the club's consent, especially the unauthorized downloading of images, is prohibited and will be prosecuted under civil or criminal law.

6. Withdrawal from the contract; Exchange; Right of withdrawal

6.1 Withdrawal: For merchandise sales on-site, withdrawal is possible within fourteen days of purchase. To do so, the merchandise must be returned to one of the on-site sales outlets within this period, undamaged and in its original packaging, along with the receipt. The amount paid will be fully refunded within this period. If the merchandise is exchanged for other merchandise, the difference, if any, will be paid.

6.2 Right of withdrawal: If the customer is a consumer within the meaning of Section 13 of the German Civil Code (BGB) and the contract was concluded exclusively using distance communication means (purchase, including via auction (see Section 2.2), via the Wölfeshop, or by telephone), the customer has a right of withdrawal. Further information can be found in the withdrawal policy.

6.3 Refund: In the event of a withdrawal or cancellation, the Club will refund the services received using the same payment method used by the buyer for the original transaction. The Club may refuse repayment until it has received the goods back or the customer has provided proof of having returned the goods.

7. Liability

The Club, its legal representatives and/or vicarious agents, may only be held liable in connection with these GTTCs for damages, regardless of legal grounds, if such damages are due to malicious intent or gross negligence or due to a breach of essential contractual obligations, in which case liability is limited to damages foreseeable at the time of contract formation. Essential contractual obligations are those which enable the proper execution of the contract, which would jeopardize the purpose of the contract if violated, and on the observance of which the customer typically relies. This limitation of liability does not apply to claims for damages arising from injury to life, body, or health, or from any other basis for liability mandated by law. The provisions of the Produkthaftungsgesetz remain unaffected.

8. Contact

Merchandise orders, inquiries, and all matters related to club merchandise can be directed to the club via the following contact options:

VfL Wolfsburg-Fußball GmbH,

Service-Center,

In den Allerwiesen 1,

38446 Wolfsburg

E-Mail: service@vfl-wolfsburg.de.

Phone: +49 5361 8903 903 (Charges apply to German landlines depending on the provider)

Fax: +49 5361 8903 900

Availability: Monday to Friday, 9 a.m. to 5 p.m.

Website: www.vfl-wolfsburg.de

9. Data Protection

Unless specifically stated otherwise in the Terms and Conditions, the customer's personal data is processed to fulfill a contract in accordance with Art. 6 I 1 b) DSGVO.

Further data protection provisions, including the customer's rights under the DSGVO and the contact details of the club's data protection officer, can be found in the privacy policy available at www.vfl-wolfsburg.de/datenschutz.

10. Choice of Law, Place of Performance, Jurisdiction

10.1 Choice of Law: The mandatory legal provisions of the country in which the customer is habitually resident apply. Otherwise, German law applies. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.

10.2 Place of Performance: The sole place of performance for delivery, service, and payment is the registered office of the Club.

10.3 Place of Jurisdiction: The place of jurisdiction for all disputes arising from or in connection with these Terms and Conditions and/or their validity or legal transactions based on these Terms and Conditions is the registered office of the Club, unless the customer is a consumer.

10.4 Dispute resolution: VfL Wolfsburg is not obliged and in principle not willing to participate in dispute resolution proceedings before a consumer arbitration board within the meaning of the VSBG.

10.5 Language: The contractual language is German. In the event of interpretation difficulties between the German and English versions of these GTTCs, the German version shall apply.

11. Additions and Amendments

All amendments will be communicated to the customer in writing or – if the customer has agreed to this form of correspondence – online (e.g., by email). The additions or amendments are deemed approved if the customer does not object to them in writing or online in the specified manner (e.g., by email) within four weeks of receiving the amendments and/or additions, provided that the Club has expressly pointed out this presumption of approval in the notification. An objection entitles the Club to terminate the affected legal relationship with immediate effect.

12. Gift Vouchers

The following additional regulations apply to the purchase of gift vouchers:

12.1 Issuer: The Club issues these cards.

12.2 Purchase: When ordering using the print@home process, the gift voucher card is sent electronically to the contracting party, who can then print the ticket(s) directly using the print@home process. The contracting party may only make one printed copy of the gift voucher; they are not authorized to reproduce, duplicate, or modify the printed gift voucher card in any form.

12.3 Discount: No discounts, e.g., member discounts or special promotions, can be claimed when purchasing tickets.

12.4 Use: After loading the card with credit, it can only be used to purchase fan merchandise and tickets in VfL-Fanshops or online shops. Redemption for credit is not permitted. The barcode on the voucher card, which can be used once for each voucher, is electronically validated by a barcode scanner.

12.5 Refund: Once your return has been received and processed, the credit will be refunded to the used voucher card.

12.6 Eligibility: Claims can only be made upon presentation of the voucher card. The card is not personalized, freely transferable, and cannot be reloaded. The person presenting the card is considered the authorized party.

12.7 Credit: The credit on this card does not bear interest and cannot be redeemed for cash. The general statutory limitation periods apply. The card cannot be reloaded.

12.8 Liability: The Club assumes no liability for loss, theft, or illegibility of the card, unless the illegibility is due to a product defect. In this case, liability is limited to the replacement of the card and the balance stored on it.

12.9 Fraud: In the event of fraud, attempted fraud, or suspected other illegal activities in connection with a purchase or redemption of purchased vouchers, the provider is entitled to close the corresponding customer accounts and/or

request an alternative payment method from the customer. There is no right to activation or payout of affected purchased vouchers.

13. Final Clause

Should individual clauses of these Terms and Conditions be invalid in whole or in part, this shall not affect the validity of the remaining clauses or the remaining parts of such clauses. The parties shall replace any invalid provision with a provision that most closely approximates the economic purpose of the invalid provision. The same shall apply to any gaps in these Terms and Conditions.

Cancellation Policy for Merchandising by VfL Wolfsburg-Fußball GmbH (as of 01.07.2026)

Right of withdrawal for consumers

Consumers have a statutory right of withdrawal. A consumer is any natural person who enters into a legal transaction for purposes that can predominantly be attributed neither to their commercial nor to their independent professional activity.

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period shall be fourteen days from the day on which you or a third party other than the carrier designated by you takes possession of the goods.

To exercise your right of withdrawal, you must contact us using the following contact methods:

VfL Wolfsburg-Fußball GmbH

Merchandising

In den Allerwiesen 1a

38446 Wolfsburg

USt.ID: DE213017468

E-Mail: service@vfl-wolfsburg.de

Phone: +49 5361 8903 903

(Charges to German landlines vary depending on the provider.)

Fax: 05361-8903-900

Web: www.vfl-wolfsburg.de

by means of a clear and written declaration (e.g., a letter sent by post, fax, or email) of your decision to withdraw from this contract. You may use the attached cancellation form for this purpose, but this is not mandatory. You can also complete and submit the cancellation form or another clear declaration electronically on our website <https://www.vfl-wolfsburg.de/allgemeines/online-widerruf> under the cancellation policy (vfl-wolfsburg.de). If you make use of this option, we will immediately send you (e.g., by email) a confirmation of receipt of such a cancellation.

To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the expiry of the cancellation period.

Consequences of withdrawal

If you withdraw this contract, we will refund all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a delivery method other than the cheapest standard delivery offered by us), promptly and at the latest within fourteen days from the date on which we received notification of your withdrawal of this contract. For this refund, we will use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; under no circumstances will you be charged any fees for this refund. We may refuse to refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return the goods to us promptly and in any event no later than fourteen days from the date on which you notify us of the withdrawal of this contract

VfL Wolfsburg-Fußball GmbH

Merchandising

In den Allerwiesen 1a

38446 Wolfsburg

to return or hand over the goods. This deadline is met if you send the goods before the expiry of the fourteen-day period.

For orders delivered within Germany or the European Union, we will cover the cost of returning the goods. For orders

delivered outside the European Union, you will cover the cost of returning the goods.

You only have to pay for any loss of value of the goods if this loss of value is due to handling that is not necessary to check their quality, properties, and functioning.

Exclusion of the right of withdrawal

The exclusions set out in Section 312 g) II of the German Civil Code (BGB) apply. Accordingly, the right of withdrawal does not apply, or ceases to exist, in the following cases, for example:

- for contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery;
- for contracts for the delivery of goods that are not prefabricated and for whose production an individual selection or specification by the consumer is decisive, or that are clearly tailored to the personal needs of the consumer (e.g., jerseys with custom flocking commissioned by you);
- for delivered audio or video recordings or software in a sealed package, provided the seal has been removed after delivery.