

Terms and Conditions SoftlaserVerleih.de v3.8 – updated: March 16, 2026

The General Terms and Conditions govern the fee-based rental of soft lasers owned by Clemens Gebetsberger Medizintechnik to customers.

- 1) **You have to consult with a qualified health-care professional (e.g., medical doctors, midwives, breastfeeding consultants, wound managers, physiotherapists ...) about soft laser therapy, before you begin irradiation.**
- 2) **Calculation of the payable rental period:**
 - a) **FIRST PAYABLE DAY:**
Day of delivery or day of 1st attempted delivery by Deutsche Post/DHL/DHL Express, provided that this takes place before 12:00 noon, otherwise, the following day.
 - b) **LAST PAYABLE DAY:**
The day the return parcel is handed over to a branch of the Deutsche Post, a DHL Paketshop, a DHL Packstation or a DHL Paketbox.
On this day, please use the soft laser as long as possible, even if the symptoms have subsided. This can prevent the symptoms from reoccurring.
Money-back guarantee:
The soft laser did not alleviate your symptoms after the 5th day of the rental period despite daily application? In this case, you can return the soft laser to us at no cost to you.
In order to receive the money-back guarantee, you must contact us by phone before returning the laser: +49 151 543 66 190.
- 3) **Returns:**
 - a) After attaching the enclosed prepaid return label, you can drop the soft laser parcel at the following locations:
branches of the Deutsche Post, DHL Paketshop, DHL Packstation, Paketbox
You DO NOT need to notify us.
 - b) **You must keep the return receipt.**
- 4) **Use of the soft laser:**
 - a) The soft laser parcel includes several laminated cards explaining the safety instructions, contraindications, treatment recommendations, and the initial operation.
 - b) Please familiarize yourself with the content of these cards. Please call us immediately if you still have questions after reading the cards:
+49 151 543 66 190. We will then give you instructions on how to use the soft laser.
 - c) Only use the soft laser once you are sure that you have understood all instructions and information.
 - d) **Never use the soft laser without the laser safety goggles included in the parcel.**
 - e) **Never irradiate the eyes.**
 - f) **Never irradiate the head or neck.**
 - g) **Do not hold a child in your arms while treating yourself.**
 - h) **Irradiation of a child may only be performed by health care professionals.**
 - i) **Do you experience pain during treatment? -> Stop the treatment immediately and call us: +49 151 543 66 190.**
- 5) **Damage – liability insurance:**
 - a) We strongly recommend that you take out liability insurance that will cover damage to the soft laser.
 - b) You are liable for any damage to the soft laser that occurs while the soft laser is in your possession.
 - c) The list price of the soft lasers, including accessories, is €4,366.80 (Hilaris TL eco 50), €5,446.80 (Hilaris TL eco 100), and €5,686.80 (Hilaris TL eco 150) – prices include VAT.
- 6) **Terms:**

a)	Price for the rental service – Hilaris TL eco 50 / 100 / 150:	€16 / €20 / €24 per day – for the first 14 days €9€ / €12 / €14 per day – from day 15 onwards (with no retroactive effect on the first 14 days)
b)	Standard shipping – 2-5 business days: DHL Express – delivery on the next business day (Monday-Friday) by 12:00 noon: The specified delivery times are applicable for all orders that are placed with us from Monday to Friday by 3:00 p. m. Returns with the prepaid return label:	free of charge – €0 €12 (+ €+12 – DHL Express – delivery on Saturdays) free of charge – €0
c)	Service charge for a rental period of 14 days or more: Service charge for a rental period of less than 14 days:	free of charge – €0 €18
d)	All prices include statutory VAT.	
e)	Delivery area: Shipping exclusively to addresses within Germany	
- 7) **Payment terms:**
 - a) The invoice will be sent via email after the soft laser has been returned, reprocessed, and inspected.
 - b) Payment by Stripe Inc. – payment service provider (including credit cards, Google Pay, Apple Pay): As soon as you place your order, €35 will be charged to your payment method. The outstanding amount will be debited only after the soft laser has been returned and the invoice has been issued.
 - c) Payment by bank transfer: The entire amount will be transferred by the customer after the soft laser has been returned and after the invoice has been issued.
Payment: Net 10 (days) from receipt of the invoice
 - d) If the rental period exceeds 45 days, we reserve the right to issue interim invoices. The same payment terms apply as for invoices issued after the laser has been returned.
- 8) **Content of the soft laser parcel:**
 - a) Soft laser Hilaris TL eco 50 / 100 / 150
 - b) 2 laser safety goggles
 - c) Battery charger + 4 / 6 / 6 batteries
 - d) Instruction cards
- 9) **Contact details/site notice:**
Clemens Gebetsberger Medizintechnik, Mahlsdorfer Str. 61b, 15366 Hoppegarten, Germany
+49 151 543 66 190, office@gebetsberger.de
- 10) **Reservation of proprietary rights:** A part of Softlaser Hilaris TL eco is owned by Volkskreditbank AG
Rudigierstraße 5-7, P.O. Box 116, 4020 Linz, Austria



GEBETSBERGER
MEDIZINTECHNIK

Right of Withdrawal

Waiver of the right of withdrawal

Usage of the soft laser constitutes completion of the service. By doing so, you expressly waive your right of withdrawal.

Right of Withdrawal

You have the right to withdraw from this contract within fourteen days without giving reasons.

The cancellation period is fourteen days from the day on which you, or a third party designated by you (other than the carrier), took possession of the goods.

To exercise your right of withdrawal, you must notify us (Clemens Gebetsberger Medizintechnik, Mahlsdorfer Str. 61B, 15366 Hoppegarten, Germany, phone: +49 151 543 66 190, email: order@softlaserverleih.de) of your decision to withdraw from this contract by means of a clear statement (e.g., a letter sent by mail or an email). For this purpose, you can but do not have to use the attached sample withdrawal form. You will find the sample withdrawal form on the next page.

In order to meet the deadline of the cancellation period, it is sufficient for you to send notification of your intention to withdraw from the contract before the cancellation period expires.

Consequences of withdrawing from the contract

If you withdraw from this contract, we have to refund all payments we have received from you, including the costs for shipment (except for additional costs which arise if you have chosen a type of shipment other than the cheapest standard delivery option offered by us), immediately and at the latest within fourteen days from the day on which we received notification of your withdrawal of this contract. For this refund, we will use the same method of payment that you used in the original transaction, unless you have expressly agreed otherwise. In no case will you be charged any fees for this refund. We reserve the right to withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever comes first.

You must return or hand over the goods to us immediately, and in any event no later than fourteen days after the date on which you notify us of your withdrawal from this contract. The deadline is met if you ship the goods before the fourteen-day period expires. You must bear the direct costs of returning the goods. You are only liable for losses in value of the goods if such losses are attributable to handling of the goods that goes beyond what is necessary to ascertain their nature, characteristics, and functioning.

Sample Withdrawal Form

(If you want to withdraw from the contract, please fill out this form and return it.)

- To:
Clemens Gebetsberger Medizintechnik
Mahlsdorfer Str. 61b
15366 Hoppegarten
Germany
- I/we (*) hereby cancel the contract I/we (*) entered into for the purchase of the following goods (*) or the provision of the following service (*)
- Ordered on (*)/received on (*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only when submitted in paper form)
- Date