

Example class result

Worksheet 1a



Purchase Situation: Skateboard

Hans bought a skateboard at the department store "Elephant". Five months later, a roll has broken off. He didn't get rough with the new board, though. The roller broke during normal use.

1. List the options that Hans now has. Look at the terms and conditions of the department store "Elephant" and "Elephant Online" and takes into account the rights established by law.

The skateboard roller can no longer be repaired. Hans is entitled to a replacement of the broken roll, because the department store "Elephant" promises a 1-year warranty (see T&Cs) on the functionality of their sold goods. Therefore, Hans can turn to the department store to get a new roll.

2. Reason whether Hans can use the legal warranty or not.

The legal warranty also helps Hans. He has the right to repair or delivery of a defect-free replacement product for 2 years. If the repair fails 2 times or no replacement is provided, the buyer may withdraw from the contract.

3. Formulates a recommendation for Hans.

Hans should go to the department store with reference to the assured warranty. There, he can explain in conversation that the roller broke during normal use and that he is therefore entitled to warranty service.

Example class result

Worksheet 1b



Purchase Situation: Shoes

Tina ordered shoes from the department store "Elephant Online" two days ago and paid for them. These fit the size, but not the pants she wanted to wear with them.

1. List the options Tina now has. Look at the terms and conditions of the department store "Elefant" and "Elephant Online" and takes into account the rights established by law.

For online orders Tina has a 2-week right of withdrawal according to the terms and conditions. Therefore, she can return the ordered shoes. This 2-week right of withdrawal for online orders is also a legal requirement and must be observed by the seller.

2. Reason whether or not Tina can use the legal warranty.

Yes, the 2-week right of withdrawal is required by law for online purchases.

3. Formulate a recommendation for Tina.

Tina may return the shoes unused to the department store and request a refund.

Example class result

Worksheet 1c



Purchase Situation: Smartphone

Sarah ordered a smartphone from the department store "Elefant Online" three months ago. Unfortunately it has still not arrived. She paid for the device in advance and "Elephant Online" thinks it shipped the device.

1. List the opportunities Sarah now has. Look at the terms and conditions of the department store "Elefant" and "Elephant Online" and takes into account the rights established by law.

Nothing specific is described in the T&Cs.

2. Justify whether or not Sarah can use the legal warranty.

This is not a warranty case. Nevertheless, the BGB helps Sarah. Since Sarah has paid, she is also entitled to have the "Elefant Online" department store deliver the smartphone.

3. Formulate a recommendation for Sarah.

Sarah should contact the department store and claim her ordered and already paid product. This could include tracking the shipment. However, if this was unsuccessful, the department store must send the smartphone again. If a new smartphone is not shipped, Sarah can ask for her paid money back.

Example class result

Worksheet 1d



Purchase Situation: Rain jacket

Markus bought a new rain jacket for his running training ten days ago at the department store "Elefant" and paid for it directly. He didn't try it on in the store. Unfortunately, it's way too big and he doesn't think the color is that nice anymore either.

1. List the options that Mark now has. Look at the terms and conditions of the department store "Elefant" and "Elephant Online" and takes into account the rights established by law.

Markus has a right to exchange according to the T&Cs. This includes a return of the unused jacket. He can either exchange the jacket or receive a voucher or equivalent goods for its monetary value. In addition, he can try to withdraw from the purchase contract. This is possible under special conditions. He can ask for the conditions.

2. Reasoned whether or not Mark can use the legal warranty.

No, he depends on the accommodating arrangement of the department store.

3. Formulate a recommendation for Mark.

If Markus needs a winter jacket, he can exchange his jacket for another one that fits and pleases him. It is best to go to the department store and try on the jacket there to make sure he chooses the right size. However, he can also return the jacket and receive the voucher. With the voucher he can buy other goods in this department store.

Example class result

Worksheet 1e



Purchase Situation: Jewellery

Hannah ordered jewelry from the department store "Elephant Online" for her 19th birthday. This was delivered seven weeks ago. However, she still has not paid them. She threw away the payment reminder she had received after four weeks. Now she has received a second reminder.

1. List the opportunities Hannah now has. Look at the terms and conditions of the department store "Elefant" and "Elephant Online" and takes into account the rights established by law.

Hannah has obviously received the goods and the department store has fulfilled its contractual obligations. However, Hannah must also deliver her services. This means she has to pay for the jewelry because she has no right of return after more than 2 weeks. Hannah must therefore pay the fees and additional interest in accordance with the T&Cs. For them, this is in addition to the purchase price 25 euros processing fee and 0.6% interest per calendar month.

2. Justify whether or not Hannah can use the legal warranty.

No, this is not a warranty case. In this case, Hannah must fulfill her contractual obligations. So she has to pay the price because she kept the goods after the end of the return period.

3. Formulate a recommendation for Hannah.

Hannah should try to pay the price of the jewelry and the additional fees and interest as soon as possible. In addition, she should contact the department store; sometimes sellers are accommodating if the customer is willing to rectify his mistakes. In the future, Hannah should always make sure she has the money available in advance when she orders something. And she should make sure to pay the money on time as well, so that there are no additional costs for her.