

GENERAL TERMS AND CONDITIONS

The Money-Back-Service is offered during the registration for the participation in our races. The official contracting party is Racement GmbH, headquartered in Ilmenau, Germany (in the following referred to as Racement). If a rider cannot participate in a race due to illness or other health issues this service offers the possibility to refund the registration fee that has previously been paid.

If the service is booked, a contract comes into effect between the participant, who owns a personal account at www.racement.com, www.ixsdownhillcup.com, enduroseries.net or enduroseries.eu, and Racement. The contract will be dated according to the date of the respective registration and payment process (entry of the participation fees). During this process, the refund service can be individually selected and booked in exchange for an additional fee.

Please note that all other terms and conditions provided by Racement are still applicable with respect to this process. Necessary information and data are gathered, processed, stored and deleted in compliance with the statutory provisions.

Validity

The Money-Back-Service is valid, if booked during the successful registration. The service will be valid as soon as the complete amount of fees has been credited to the bank account of Racement. Validity ends 24 hours before the scheduled start of the event (distribution of competition numbers according to the timetable).

Content of Service

When the Money-Back-Service was successfully booked and paid for, the participant is provided with the possibility to have his registration fees refunded in confirmed and recognized cases of sickness.

Confirmed Cases of Sickness

The refund of the entry fee will be granted, if the contractual partner is not able to participate in an event, due to one of the following reasons:

- unexpected and serious illness
- serious injury
- pregnancy
- acute exacerbation of a chronic disease
- death of contractual partner or a direct relative

In order to verify the validity of the Money-Back-Service Racement is entitled to demand a medical certificate (including the diagnosis) or a death certificate.

Amount of Refund

The amount of the refund payment is determined according to the respective registration fees, as well as possible additional fees of transport. Fees for processing, financial transfers and for the Money-Back-Service itself are non-refundable. Therefore, the service is limited to registration fees and lump-sum transfer only.

Assertion

In order to assert this claim, the contractual partner is obliged to use the form that can be found at the login section of the website. It is only via this specific form that the refund of your fees can be demanded up until 24 hours before the scheduled start of the respective event. Any other way of making contact cannot and will not be regarded, especially with respect to the temporal deadline. The form made available to the user has to be filled in completely and truthfully, and any necessary additional materials (medical certificate, etc.) have to be attached in order to rightfully assert the claim.

Further Provisions

The place of jurisdiction for all legal matters concerning this agreement is the registered office of Racement.

Refunds that have been received wrongfully are to be returned within a period of 14 days.

The conditions presented here apply without restrictions.

For questions concerning the refund service please contact us via the official contact form on our website.