



# FAQ

## Online-Shopping-Function

### **Why was the online shopping function deactivated?**

In order to offer you an even better level of support, focus has increasingly shifted to our trade services. We deliver inspiration, design variety and the latest trends from the world of interior design directly to your four walls. [Find out more here.](#)

### **When will the shopping function be available again?**

There are currently no plans to resume the online shopping function.

### **Is there an alternative method of buying products online?**

We are not currently offering an alternative to the online purchasing option. However, you can always purchase our products in [our local speciality stores.](#)

### **Will my existing orders still be processed?**

Naturally, all previous orders will continue to be processed.

### **What will happen to the orders I have already placed?**

Your orders will be processed and delivered according to the usual procedure.

### **Can I cancel or change my order?**

Amendments or cancellations are still possible during the first half hour after ordering, in accordance with the usual procedure.

### **How can I check on my current order status?**

You can view the status of your orders in the "[My Account](#)" area.

### **How can I submit a return request?**

Return requests can also be submitted in the "[My Account](#)" area.

### **Will my stored payment information be securely deleted?**

Your payment information is not stored by us, as processing is carried out by the respective payment service provider.

### **Can I continue to receive support and advice for products I have already purchased?**

Yes, our customer service is available to you at any time by phone or [e-mail](#).

### **How can I stay informed about new products and offers?**

Sign up for our free [newsletter](#) to stay up to date with the latest information.

### **Will there be any impact on my customer account?**

Your customer account will remain valid. Should there be any changes, we will inform you in a timely manner.

### **Who can I contact if I have further questions or problems?**

Our customer service team will be happy to answer any further questions, complaints or problems you may have by telephone (05731 765-432) or [e-mail](#).