

General Terms and Conditions (GTC)

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A. Terms and conditions

A.1 Subject matter and contracting parties

A.1.1 The following General Terms and Conditions govern the use of the online advertising platform («advertising platform») at <https://www.caravan24.ch>. The subject matter of the contract results from these GTC as well as from the scope of services and fees agreed within the framework of the ordered service package.

A.1.2 The advertising platform is operated by Caravan24 GmbH, Langstrasse 134, 8004 Zürich, Switzerland («Caravan24»). The participating sellers («Advertiser/s») can post paid advertisements to sell caravans, motorhomes and equipment, which can be searched and found by potential buyers («Interested Party/ies»). Interested parties can contact the Advertiser via the contact details provided by him (e.g. e-mail address, telephone number, etc.) or directly via the message function of the advertising platform.

A.1.3 As a platform operator, Caravan24 is responsible for the technical availability, functionality, and administration of the advertising platform, but not for the content of individual advertisements. It does not become a party to a purchase agreement concluded between the Advertiser and an Interested Party, nor does it act as an intermediary for the advertiser vis-à-vis the Interested Party.

A.2 Conclusion of contract, contract language, contract text

A.2.1 A contract for the use of the free services of Caravan24 comes about with the opening of a customer account. The user can specify his personal data and set his access data when registering. The registration takes place by clicking on the «Register» button. Immediately after registration, the user will receive a confirmation by e-mail.

A.2.2 The language available for the contract is German. The text of the contract is not stored by Caravan24.

A.3 Access, functionality, and administration of the Advertising platform

A.3.1 Caravan24 gives the Advertiser access to the online ad platform.

A.3.2 Caravan24 is responsible for the functionality and administration of the online advertising platform. Caravan24 is entitled to make changes to the visual design of individual pages, including the advertising page and the scope of functions (e.g. availability of favourites lists) with no prior notice, unless otherwise expressly agreed.

A.3.3 In addition to the information and images posted by the Advertiser, the display pages also contain other components such as blog articles, service links, references to similar advertisements of other advertisers, and references to offers from third party providers (financing, insurance, etc.).

A.4 Liability

A.4.1 For claims due to damage caused by Caravan24, its legal representatives or vicarious agents, liability is always unlimited in the event of

- death, injury, or impaired health
- intentional or grossly negligent breach of duty
- warranty commitments, as far as agreed
- insofar as the scope of the Product Liability Act has been invoked.

A.4.2 In the event of any breach of essential contractual obligations, the fulfilment of which makes the proper execution of the contract

possible and on the compliance with which the contractor may regularly rely (cardinal obligations), through slight negligence by Caravan24, its legal representatives or vicarious agents, the liability shall be limited to the amount of damage which is foreseeable at the time the contract is concluded and which typically must be expected.

A.4.3 In other matters, claims for damages are excluded.

A.5 Privacy and data protection

A.5.1 Each user is responsible for making backup copies of his data. Information about inactive ads will not be given to prospects.

A.5.2 Users are obliged to protect their access data (username and password) against unauthorized use by third parties and to keep their passwords secret. You must notify Caravan24 immediately if you suspect that your access data has been misused.

A.6 Contract duration

A.6.1 The duration of the contract is based on the selected service package and is accordingly 15, 30 or 60 days respectively. Separate notice is not required in this respect.

A.6.2 The right to extraordinary termination remains unaffected.

B. Special provisions for Advertisers

For Advertisers, the provisions of this section apply additionally.

B.1 Contract conclusion

B.1.1 With the placement of the service packages on the advertising platform, Caravan24 makes a binding offer to conclude a contract for these products. The Advertiser can initially select the selected service package with no obligation and, by using the corrective aids provided and explained in the ordering process, can correct his entries at any time prior to submitting his binding order. The contract is concluded when the Advertiser accepts the offer via the service package contained in the shopping cart by clicking on the order button. Immediately after sending the order, the Advertiser will receive a confirmation by e-mail.

B.1.2 The binding contract language is German.

B.1.3 The text of the contract is not stored by Caravan24.

B.2 Prices and terms of payment

B.2.1 The prices are valid at the time of the order. Special promotions and vouchers cannot be redeemed later.

B.2.2 To protect your data, all transactions are carried out via secure and encrypted connections. When you select the respective payment method, you agree to the processing via the selected payment service and accept the conditions of that payment service provider. Caravan24 does not accept any liability for any problems that may arise during payment by a payment service provider.

B.2.3 In principle the following payment methods are offered in our shop:

- **Credit card (Visa, MasterCard, American Express)**

In submitting the order, you will be asked to enter your credit card details (card number, expiry date, security code) on a secure form. After successful authorization, the order process on Caravan24 will be completed and the invoice amount will be debited to your credit card.

- **PayPal**

In submitting the order, you will be redirected to the PayPal payment screen, where you will need to log in to your PayPal account or create a new account to confirm the payment. After successful authorization, the purchase on Caravan24 will be completed and the invoice amount will be debited to your PayPal account.

- **TWINT**

In submitting the order, you will be redirected to the TWINT payment screen, where you must confirm the payment with the TWINT app on your mobile device. After successful authorization, the invoice amount will be debited directly from the bank account you have stored with TWINT and your ad will be published on Caravan24.

- **PostFinance Pay**

In submitting the order, you will be redirected to the PostFinance payment screen, where you must confirm the payment with the PostFinance app on your mobile device. After successful authorization, the invoice amount will be debited directly from your PostFinance account, and your ad will be published on Caravan24.

- **Invoice**

The invoice will be sent to you immediately after submitting the order (either by email or by post) and is due for payment within ten days. There is an additional flat-rate fee of CHF 8.00 for delivery by post. Payment on invoice may not be available to all customers.

In case of late payment, the Advertiser is obliged to pay the statutory default interest of five percent. Caravan24 is also entitled to a lump sum payment of 35 CHF. In addition, the customer must reimburse all dunning and collection expenses incurred for the execution of the claims of Caravan24 as well as any pretrial costs. The right to claim further damages remains reserved.

In case of non-payment despite a payment reminder, Caravan24 reserves the right to restrict or completely discontinue the contractual services until the invoice amount has been paid in full (e.g. by restricting the functionality or blocking the customer account). Such (provisional) restrictions or suspensions of services due to non-payment have no influence on the contractual claim for payment of Caravan24. In this case, the advertiser remains fully obliged to pay the agreed fees. The right to claim further damages remains reserved.

B.3 Services, rights, and obligations of Caravan24

B.3.1 Caravan24 does not guarantee that the ad platform is always accessible, available, and error free. It will make commercially reasonable efforts to ensure annual platform availability of at least 98.5%, including maintenance related failures. However, due to technical difficulties beyond the control of Caravan24, access and transmission delays or outages may still occur. This includes, in particular, acts of third parties that do not act on behalf of Caravan24, technical conditions of the Internet which cannot be influenced by Caravan24, and force majeure.

B.3.2 The Advertiser grants Caravan24 the right to reproduce, alter, publicly reproduce, or disclose to third parties the data deposited by it or generated via the online services of Caravan24, insofar as doing so is necessary for the execution of the contract.

B.3.3 Prospect queries submitted via the messaging feature of the ad platform appear to the Advertiser in their customer account. A claim for forwarding the inquiries to the e-mail of the Interested Party does not exist.

B.3.4 Caravan24 takes various measures to promote the advertising platform and the individual advertisements, such as publishing the advertisements on partner portals via iFrame and other similar interfaces, creating other language versions of advertisements, marketing and advertising the platform through advertising in print and other media, and SEO and SEA measures. When the advertisements are published on partner portals, there will be no transmission of personal data to the partner portals. A claim to the implementation of specific measures, to a particular quality of the measures or advertisement by Caravan24 with specific reference to the Advertiser does not exist.

B.3.5 For the purposes of the previous paragraph, the Advertiser grants Caravan24 the simple right, limited to the duration of each ad, to use individual advertisements or extracts thereof and the brands of the advertiser, but in particular not exclusively to translate, duplicate, distribute, to change and to reproduce publicly. The Advertiser may object to this granting of rights at any time for the future.

B.3.6 The further scope of services, including the term of the advertisements, is based on the terms of reference for the respectively ordered service package.

B.3.7 Caravan24 offers the option to voluntarily translate individual content and product descriptions (automatically) into the relevant platform language to make it easier for interested parties to understand and to improve platform use. The source text in the original language is always available. Caravan24 does not accept any liability for possible inaccuracies or incompleteness of the automated translation and cannot guarantee the quality of the translation. There is no right to a translation.

B.3.8 Caravan24 provides individual content (e.g. contract templates, checklists) for free download on a voluntary basis. Caravan24 does not assume any liability for the accuracy or completeness of this content. There is no entitlement to the provision of content.

B.3.9 Caravan24 reserves the right to display product images on overview and catalogue pages in a mirrored format for a uniform presentation, whereby the alignment is from left to right (left rear, right front). This does not involve any changes to the content of the images. The original images are always displayed on the respective product information page.

B.4 Setting up, modifying, and deleting ads by the Advertiser

B.4.1 Advertisements must relate to the sale of caravans, motorhomes and equipment according to the categories available on the advertising platform. The setting up of advertisements that are subject to providing services (e.g. purchase) is expressly prohibited.

B.4.2 The Advertiser must place the product in the relevant product category. He may not place multiple advertisements about the same product in different categories or a single ad about multiple products, unless the products advertised are one of the main items and accessories, or multiple parts of the same product.

B.4.3 After the advertisement has been set up, the product description can be changed only in cases where the identity of the product remains unchanged. Subsequent changes of the brand and the model are therefore not possible.

B.4.4 The Advertiser must be able to immediately conclude and fulfil a legally binding purchase agreement for the product advertised during the term of the advertisement. The Advertiser must delete the advertisement immediately if the product has been sold or is no longer available for other reasons. It is not permitted to retain the advertisement using additions such as «sold» or similar.

B.4.5 By deleting the advertisement before the expiry of the agreed advertisement duration, the Advertiser is not released from his obligation to pay in accordance with item B.2. Any fees already paid will not be refunded. This shall apply irrespective of whether the deletion is voluntary or in accordance with section B.4.4 sentence 2.

B.5 Product description in the advertisement

B.5.1 In the context of the advertisement, the advertised product must be described completely and truthfully. The essential product characteristics (condition, in particular, including any defects) are to be provided.

B.5.2 If the advertisement includes prices, indicate the total prices to be paid including all mandatory fees, taxes (e.g. VAT on sales by contractors) and other price components.

B.5.3 If the ad contains a product image, the product image must correspond to the state of the advertised product and not be misleading to the Interested Party. It is not permitted to use images other than product images (e.g. company logos, logos, telephone numbers, names, keywords).

B.5.4 The display title may contain only the name of the model and the manufacturer. Any additional information must be indicated in the subtitle.

B.5.5 The data deposited by the Advertiser may not contain any scripts or other elements that query or download user data or other data, or automatically access websites or send content to them outside of the advertising platform. It also prohibits the use of scripts that override Caravan24 scripts and modify entries in the Windows Registry or that otherwise write data to the user's hard drive. Obfuscation attempts regarding the source code, including the use of the Unescape function in JavaScript, are prohibited.

B.6 Compliance with applicable law, responsibility for the content of the ads, exemption

B.6.1 The sale of the advertised products must be legally permissible.

B.6.2 The Advertiser ensures compliance with all relevant legal regulations when designing the advertisements. If the Advertiser uses pictures, they may not be encumbered with third party rights, or the Advertiser must have a corresponding right of use.

B.6.3 The Advertiser is solely responsible for the content of the advertisements and for the legality, correctness and timeliness of all content stored on the advertising platform. Caravan24 does not undertake any content related review of the content stored on the advertising platform.

B.6.4 The Advertiser indemnifies Caravan24 from all claims that third parties assert against Caravan24 owing to an infringement of their rights through the Advertiser's advertisement or other use of the advertising platform. The Advertiser will indemnify Caravan24 against the costs of the necessary legal defence, including all legal and attorney fees. This does not apply if the infringement is not the responsibility of the Advertiser.

B.7 Breaches of contract, account suspension, Termination

B.7.1 Caravan24 will periodically check compliance with the obligations set out in paragraphs B.4 to B.6. If it detects a violation of this, it will inform the Advertiser immediately and set a reasonable deadline for the removal of the violation. If the Advertiser fails to comply with this request or fails to do so within the set deadline, Caravan24 reserves the right to block or delete the content that is in violation of the agreement or temporarily to exclude the Advertiser from the advertising platform. The blocking takes place after appropriate consideration of the interests of the Advertiser and other concerned parties, in order to counter threatening impairments and / or damages.

B.7.2 The right to extraordinary termination for good cause and the assertion of further claims remain hereby unaffected.

B.7.3 Caravan24 is entitled to terminate the contract for good cause without notice and without notice, especially if

- the Advertiser does not comply with the obligations in paragraphs B.4 to B.6 despite a warning and after expiry of the deadline (repeated) or
- seriously and finally refuses to fulfil these duties, or
- the Advertiser is in default of payment of at least 30 days despite a reminder.