



## **Conditions for redeeming vouchers**

The following conditions apply to all coupons (as part of discount offers and special promotions) from [iro.wertpraesent.com](http://iro.wertpraesent.com), unless otherwise stated.

## **Coupons (as part of discount offers and special promotions)**

### **Usability**

- Only one coupon per purchase can be redeemed by each customer.
- Combining with other coupons/vouchers is not possible.
- If the value of the coupon is exceeded, the remaining amount must be paid via any available payment method. If the value of the coupon is not reached, the remaining credit can be used for the next order. The coupon code communicated as part of the discount offer or special promotion is again required for this. No new voucher will be issued for the remaining amount. Cash redemption is not possible.
- Coupons can only be used at [iro.wertpraesent.com](http://iro.wertpraesent.com) for the products offered on this site.
- Coupons cannot be set against shipping costs.
- Cash payments or retroactive crediting of coupons to orders already placed is not possible.

### **Validity**

Coupons forming part of a discount offer or special promotion will expire according to the promotion period stated on the online shop site [iro.wertpraesent.com](http://iro.wertpraesent.com) as well as in the email/newsletter and are only redeemable during this limited period.

## **Returning items**

In case of a complete or partial return, the voucher value is forfeited.

## **Enquiries**

If problems unexpectedly occur with a coupon, please contact us by email: [shop@iro-dogs.org](mailto:shop@iro-dogs.org). Please describe the problem as precisely as possible, quoting details including: the voucher code, any system error messages, and the browser that you are using.