Conditions of the satisfaction guarantee (parental allowance software)

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Version 2026-12 · valid from 5 November 2026 · These conditions are § 10 of our GTC. Earlier versions: einfach-elterngeld.de/en/legal-archive

10.1 Voluntarily and in addition to your statutory rights, we refund the purchase price of the parental allowance software in full if you are not satisfied with the software. Conditions:

a) No more than 6 months have passed since the purchase.
b) No applications have yet been created with the licence.
c) The purchase price has not already been refunded to you in another way (e.g. after withdrawal or via “Customers refer customers”).

10.2 An email to support@einfach-elterngeld.de is sufficient. Please let us know briefly how we can help; stating a reason is not a condition for the refund. We do not require any further attempts at rectification. We refund within 14 days to the original means of payment. The licence ends with the refund.

10.3 Your statutory rights (withdrawal, rights in respect of defects) remain unaffected and are not restricted by this guarantee. The version of these conditions published at the time of purchase applies. We keep it permanently accessible and archive every version. Changes to the guarantee or its discontinuation only apply to future purchases. The guarantee does not apply to the activation under § 6.8. The satisfaction guarantee does not apply to the child supplement application generator (§ 5a). The satisfaction guarantee does not apply to purchases in the app (in-app purchase via Apple or Google, § 3.6 of the GTC).