

Lidl Plus Terms of Use

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1. Scope of application and link to other regulations

These Lidl Plus Terms of Use ("**Terms of Use**") govern participation in the Lidl Plus loyalty programme ("**Service**"). Lidl Stiftung & Co. KG ("**Lidl Stiftung**" or "**we**"), Stiftsbergstraße 1, 74172 Neckarsulm, Telefon: 89 87 77 20, E-mail: kundeservice@lidl.dk operates the service. However, Lidl Stiftung can use subcontractors and/or other Lidl [Group companies](#) ("**Lidl Companies**" or "**Lidl**"), to provide the Lidl Plus Service. The service is aimed at consumers (hereinafter referred to as "**users**" or "**you**") who, for example, wish to reserve products or use other Lidl Plus functions and/or receive personalized information from Lidl via Lidl Plus about offers and promotions from Lidl and selected cooperation partners that correspond as closely as possible to your interests. The use of Lidl Plus is therefore aimed at ensuring that you receive more relevant content and, in particular, that Lidl does not send you information that is not of interest to you in the first place. The basis for determining the relevant content is, in particular, the purchasing and usage behavior with regard to the products and services of the Lidl companies, as described below.

The password-protected Lidl Plus account allows you to view, access, manage and edit your data from various services of the corporate group, such as the Lidl online store, the Lidl App etc. ("**Online Services**") at a central storage location ("**Account**" or "**Lidl Plus Account**"). After registering once with an Online Service, the Account enables you to use the Online Services with the same user name and password, provided that the Account is implemented in the respective Online Service.

The Lidl Plus Service is provided based on these Terms of Use. You can access them at any time at [Lidl Plus: Terms of Use](#) or download them and print them out. We do not store the contract text after the contract has been concluded.

2. Participation requirements

You must be 18 years old and be a consumer according to pursuant to Section 2(1) of the Danish Marketing Practices Act to register for our service. You may only participate for your private use. Commercial participation as an entrepreneur according to Section 2(2) of the Danish Marketing Practices Act, is expressly prohibited.

3. Registration, Account and Contract

You need to have an Account to use the Lidl Plus Service.

You may apply to join and use the Lidl Plus Service by providing all the information requested in the registration process, including your Account username and password ("**Login Data**") and then clicking on "Register now". We will verify your mobile phone number during the registration process by sending you an SMS with a confirmation code. This verification is required to complete the registration process. Until you click on "Register now", you can cancel your registration at any time by closing Lidl Plus, or you can delete, add to or correct any information you have entered into the various fields.

After completing the registration process, you can change the information you have entered in your personal account at any time.

After receiving your offer to conclude the contract, we will send a confirmation of receipt of the offer ("order confirmation") to the e-mail address you provided during registration. This order confirmation also constitutes our acceptance of the offer ("conclusion of contract") and contains a verification link. The service can be used as soon as you have received the order confirmation. After completing the registration process, you will automatically be assigned a customer number.

We may refuse to set up an Account for you and we are under no obligation to justify our decision.

The e-mail address and mobile phone number you provide must not be associated with any other account. It is also prohibited to provide an e-mail address, mobile phone number or other contact details that do not belong to you, in particular so-called "disposable e-mail addresses". You must keep your access data safe. It is forbidden to give other people access to your account.

Any interaction with Lidl that takes place via your account will be attributed to you. This also applies if third parties have acted via your account, if these third parties were able to use your account due to your culpable behavior. You are obliged to inform us immediately of any

unauthorized use of your account and to change your access data if you have reason to believe that your account is being used by third parties.

You can join the Lidl Plus Service via

- the Lidl App;
- our websites: www.lidl.dk; opskrifter.lidl.dk, monsieur-cuisine.com

The account can only be used on devices with an Android operating system if the device uses the Google Chrome browser.

Registration and access to your Lidl Plus account may alternatively take place via social login options (such as Google or Apple), where such services are made available. In this case, authentication is carried out directly through your respective third-party account. In all other respects, the registration process corresponds to the one described under section 3 above.

If you later withdraw the consent you granted in your social media account, you can still log in to Lidl Plus. In this case, access will be provided via a one-time password, which we will send to you by SMS or email.

If you register through your Apple account and select the "Hide My Email" option, Apple will generate a unique email address to keep your personal email private. All our Lidl's communications will be forwarded to your personal email via this relay address.

Please note that using the "Hide My Email" option may occasionally cause technical delivery errors or delays, beyond Lidl's control, even if email forwarding remains enabled.

Furthermore, you have the option to manually deactivate the email forwarding at any time through your iOS Device settings. If you choose to disable email forwarding, we will no longer be able to deliver any communications to you, regardless of whether they are commercial or transactional. This may severely impact your user experience and our ability to provide our services properly. Consequently, Lidl assumes no liability for any service disruptions, missed information, unreceived notifications or negative consequences resulting from your use of the "Hide My Email" option or your deactivation of Apple's email forwarding service.

Further information about data processing in connection with Social Login can be found in our privacy policy.

4. Lidl Plus Service objectives when using Lidl Plus

This section 4 applies exclusively to the use of the Lidl Plus service. "Use of the Lidl Plus service" within the meaning of these Terms and Conditions of Participation means the use of Lidl Plus from the first login with your Lidl Plus account, which may take place automatically after successful registration. [Section 6](#) applies to the use of the reservation function.

4.1 Customised information

The purpose of the service is in particular to send you information that is as appropriate as possible or to display it in the online services that are relevant to you and - as far as possible - to personalize the Lidl offers and services for you.

By participating in Lidl Plus, you do not commit to paying a price. However, the basis for the provision of the service is that you provide the data listed in this section in return.

With Lidl Plus, you can benefit from a wide range of services tailored to your needs. These include offers specially tailored to your needs and wishes, participation in competitions and discount and special promotions. With this in mind, we will try to identify your interests and preferences with regard to products and services offered by Lidl.

4.2 Data collection and storage

The data listed in this section forms the basis of our determination of suitable offers for you.

4.2.1 Registering for Lidl Plus Services

As part of the registration process, we request the following customer master data: First name, date of birth, e-mail address, mobile phone number and a password. You can optionally enter your title and gender. You also have the option of activating the "Stay signed in" function for a convenient login. After activating the function, a permanent cookie (12 months) is set in the browser of your device, which ensures that the account recognizes you the next time you access it. This cookie can also be deleted at any time via the browser settings.

If you register with a connected online service without having previously registered with another online service, you will automatically set up the Lidl Plus account. In the event that you have already registered with another online service integrated with the Lidl Plus account, you can simply log in to another online service interacting with Lidl Plus using your existing login details. Should the Lidl companies offer new online services in the future, it is possible that you will also be able to use these via your Lidl Plus account. Supplementary terms of use may apply to the individual online services. The single sign-on function of Lidl Plus provides you with a cross-portal

identity that is recognized and verified by the connected online services and that you can manage via the Lidl Plus account. The Lidl Plus account allows you to view, access, manage and correct your information from various online services in a central storage location. The Lidl Plus account stores your customer master data and information as well as the customer master data and information that you have entered when using other online services. In this way, all your customer master data, login data, voluntarily provided information about your circumstances and interests from the "About me" section, and information about the benefits granted under the "Family Club" program, as well as information about stored payment methods and the history of purchases and orders, can be viewed in a central location in your account. If necessary, your data will be transmitted to the respective online service when using specific offers in order to enable the simplest possible use of the respective online service and, if necessary, the execution of the respective transaction.

When using Lidl Pay via Lidl Plus, you can activate a so-called "two-factor authentication" for all your online services. After activating two-factor authentication, you will also be asked to enter a verification code each time you log in to your account, which will be sent to your mobile phone number or e-mail address registered with us.

If you no longer wish to use two-factor authentication, you can deactivate it at any time in Lidl Plus or mark a device as trustworthy. In this case, however, you will no longer be able to use the Lidl Pay mobile payment service.

4.2.2 Data from Lidl Plus

If you have voluntarily provided certain information about your circumstances and interests in your Lidl Plus account, the Lidl companies may also use this information in various online services (in particular to show you personalized offers).

4.2.3 Store visits

If you identify yourself when you visit a store either at the checkout, we record the store you have visited, the products you have purchased or returned by type, quantity and price, the coupons and vouchers you have redeemed, the receipt total, the average amount of your receipts in a given period, the frequency of your purchases, the time of payment and the type of payment method used.

You can actively identify yourself at the checkout either with your digital customer card or by using the mobile phone number you provided when registering. Coupons in Lidl Plus are only taken into account during the payment process at the checkout if you have previously activated them in the app under "Coupons".

4.2.4 Customer service

If you contact customer service at a Lidl company, we will use the information you provide to us in this context.

4.2.5 Tracking data from the Online Lidl Plus Service

If you have consented to the processing of tracking data in online services for use in Lidl Plus, we will also use this information to determine which offers are suitable for you.

Please refer to our [Privacy Notice](#).

4.2.6 Reserved products

If you reserve products via Lidl Plus and then purchase them in the store, we also collect information about your use of our reservation service and the products purchased.

4.2.7 Partner offers

Within Lidl Plus, from time to time, e.g. as part of discount campaigns, you will have the opportunity to receive discounted offers from cooperation partners. As a rule, these offers contain a generic or individualized identification number (hereinafter "Promotion Code") assigned by the respective cooperation partner, which you must enter when redeeming the offer with the cooperation partner or which is read out. For some of these offers, you must identify yourself as a Lidl Plus customer using a QR code or your digital customer card instead of the Promotion Code. The coupons are not an offer from us; the receipt and use of the offers are therefore exclusively subject to the terms and conditions and data protection information of the respective cooperation partner. Partner offers may therefore be changed and/or removed from time to time by the offering cooperation partner. The partner companies inform us about the redemption of coupons, vouchers, voucher codes, etc. Insofar as the "Partner benefits" function contains external links (hyperlinks) to third-party websites, these linked websites are the sole responsibility of the respective operator.

In the event that a special offer is to be granted within Lidl Plus for the conclusion of contracts for services with our cooperation partners, we will receive your contact details (e-mail address and mobile phone number) from them so that we can correctly assign the special offer to your account.

4.2.8 E-mobility

Lidl Plus gives you the option to use the charging stations operated by Lidl Dienstleistung GmbH & Co. KG ("licensed company") and Lidl Danmark K/S ("operating company"). In order to purchase electricity, it is necessary to conclude corresponding agreements with the licensed company. To start the charging process using Lidl Plus at one of these charging points, you must identify yourself with Lidl Plus at the corresponding charging point and start the charging process. Before starting the charging process, please connect your electric vehicle to the charging point and select the desired charging point in Lidl Plus.

These Terms of Use do not apply to purchasing electricity or using the charging stations. The terms and conditions of the corresponding licensed company fully apply instead.

4.2.9 Lidl Pay

General

Lidl Plus also gives you access to a mobile payment service ("Lidl Pay"), which allows you to register with your credit or debit card to conveniently pay for your purchased goods or services with your mobile device at various payment locations (e.g. checkout etc.). You can use Visa, Mastercard and Maestro credit and debit cards for this service. The use of the mobile payment function may be subject to additional conditions and data protection notices of the payment service providers involved. The required registration within Lidl Plus takes place in a protected environment.

Card registration process

You can register several credit or debit cards to use with Lidl Pay. But you will need to create a personal access code to register a card for the first time. This access code is not your credit card PIN, so you can use any number. If you use other methods for authentication, you may be subject to the terms of use and privacy notice of the respective providers (e.g. of Apple if you use TouchID or FaceID). After registering a card for the first time or when registering other cards, you will be redirected to a secure website of the payment platform provider for card registration within Lidl Plus where you will be asked to provide information such as card number, expiry date, credit card verification number (CVV2), name and surname. When you confirm the registration in the form, a so-called token is generated after the payment service provider has checked the data, which is stored in your Lidl Plus customer profile. This token is an identifier that does not contain any card data and is only used by the payment service provider to assign the registered card to your credit or debit card during a transaction.

Upon successful card registration, the payment service provider will send us the first 6 or 8 (depending on the length of the BIN-number (Bank Identification Number)) and the last 4 digits of your card number as well as the expiration date of the card in addition to the token and assign them to your Lidl Plus customer profile.

Payment process

When you call up your digital Lidl Plus customer card, you can use a slider to specify that you want to use mobile payment at the checkout. This setting is retained until you change it again. This does not apply to payment at the charging station or for digital services. If you have selected mobile payment, you must enter your access code before each payment process in order to generate the digital code. After these 15 minutes have elapsed, you must create a new code.

During the payment process, the token that identifies your credit card is sent to the payment service provider together with the amount to be paid and other transaction-specific data. As soon as the payment service provider confirms the transaction, your purchase of goods or services is completed and you receive your invoice with the corresponding card transaction data as with any other purchase of goods or services by credit or debit card.

In order to be able to carry out the payment transaction in accordance with the statutory provisions of Directive (EU) 2015/2366 ("PSD 2"), the applicable national implementing legislation and Delegated Regulation (EU) 2018/389, we enable your credit institution or the issuer of your means of payment (such as your debit or credit card) to carry out customer authentication and preliminary risk analyses with the help of our service providers in order to assess the necessity of such customer authentication. This is to ensure that you use the means of payment yourself and not another person with fraudulent intent. This information relates in particular to your personal data, the current transaction and your previous payment history.

Handling the Lidl Pay access code with care

You must (1) not to communicate your Lidl Pay access code to third parties, (2) store your Lidl Pay PIN separately from your mobile phone, and above all (3) not to store your Lidl Pay PIN on your mobile phone's note function, for example.

Blocking Lidl Pay

In particular, we are entitled to block Lidl Pay for you in one of the following cases:

- we consider this to be necessary to protect our legitimate interests or those of the payment service provider,

- we consider or suspect that Lidl Plus or Lidl Pay has been used in a fraudulent manner or in way that is contrary to these Terms of Use,

If Lidl Pay is blocked, you will no longer be able to process payments via Lidl Pay. We will inform you about a blocking of Lidl Pay, if possible before the blocking, stating the reason. The same applies to unblocking.

Deactivating Lidl Pay

In particular, we are entitled to block Lidl Pay for you in one of the following cases:

- the Lidl Pay access code or the credit or debit card expiry date are entered incorrectly five consecutive times.
- your credit or debit card expires.

Deactivating Lidl Pay means that you will no longer be able to process payments via Lidl Pay.

Forgotten access code

In the event that you no longer remember your Lidl Pay access code you have the option of changing your access code and defining a new one without losing the data you have entered.

Depending on the payment details you have stored with Lidl Pay, you will need to perform a single or double security check to enter a new access code. The security check may include a request for payment details, validation of the cell phone or other details such as the expiration date of the registered debit or credit card.

4.2.10 Lidl Points

General

With the Lidl Plus loyalty program, you can collect digital points ("Lidl Points") when you shop at a Lidl store. You can exchange your points for reward coupons available in Lidl Plus via the Lidl App. Lidl points are issued and accepted by Lidl Danmark.

Collecting points

To collect points, you must identify yourself at the checkout during the payment process using your digital Lidl Plus customer card. The points are calculated on the basis of your purchase history and assigned to your Lidl Plus customer number. You will receive 1 point for every 1 Danish krone you spend in Lidl stores. This applies to all purchases in Lidl stores (except infant

formula, over-the-counter medicine, daily/weekly newspapers and magazines, tobacco products, food waste bags, gift cards, Lidl Plus coupons, and deposits).

Points are credited 2 days after your purchase in a Lidl store ("availability"). You can view your current points balance at any time in the Lidl app under Lidl points → History.

Points can be collected for a maximum of the first 5 purchases per day.

Using your points and rewards

You can redeem your points in Lidl Plus when you reach the required points balance for reward coupons that include discounts for the product range in Lidl stores. The oldest points are always redeemed first. The points required in each case can be found in the rewards. When redeeming points, additional redemption conditions (including regulations on the validity period) may apply, which you can view on the details page of the respective coupon (before redeeming the points). The validity periods specified in the supplementary redemption conditions depend on the availability and stocking of the products in the store you have selected. To redeem the coupons in a Lidl store, you must activate them in Lidl Plus under the menu item "Coupons" and then identify yourself with your digital Lidl Plus customer card when shopping. Redemption of Lidl Points for coupons is final and cannot be cancelled.

The points collected cannot be redeemed for cash or deducted as part of the purchase price in general.

You can currently only redeem your points in Lidl stores in Denmark. The reward can be redeemed at the checkout in all stores.

Expiry of points

Unused points expire 24 months after availability.

If you end your participation in accordance with [section 11](#), your points will expire completely, and you will not be compensated for a positive point balance. If your point balance is negative, there will be no payment obligation on your part to compensate for the negative point balance.

Returns

If you return a purchase, the points earned for that purchase will be deducted from your point account. This may result in a negative point balance, which you can replenish with points. You cannot exchange your Lidl Points for coupons if you have a negative point balance.

We do not refund points for returned items related to coupons purchased with points. In the event of complaints, recalls, or similar, customer service can be contacted via email or telephone for the purpose of reinstating your points.

Change of country

Points cannot be used across borders.

Points that have been collected during a purchase in a Lidl store in a country can only be redeemed for coupons that are also valid in that country. If the country is changed within Lidl Plus, the accumulated points will not be available in the newly selected country. They are available again when you switch back to the country originally selected in Lidl Plus. Points that you have collected while shopping in a Lidl store in a country other than the country selected in Lidl Plus are not available in the country selected in Lidl Plus.

4.2.11 Online shop / Other digital offers

We receive details about your use of the Online Services or other apps, websites or other digital services of a Lidl Group company, such as click and collect service, flower offers, travel offers, online recipes, photo offers, Monsieur Cuisine App, Lidl Home App, Family Club etc. (in particular selected and purchased products, payment information and information about the delivery method, your answers to surveys, your participation in competitions, products placed in the shopping cart, frequency of your purchase, your tracking data, your selected favourite recipes etc.) and, if possible, allocate them to your person, your email address or your customer number. In addition, we combine the collected data with information about the products you have purchased in the store, for example to be able to offer you offers tailored to your preferences and interests as well as participation in promotions, to offer you participation in special promotions and to better tailor a possible advertising approach to you.

4.2.12 Coupon Plus

Achieving certain spending targets in a month will be rewarded with a coupon. We reserve the right to change your individual spending target thresholds and the value or nature of the corresponding coupons from time to time at the beginning of each month.

4.3 Data analysis

We collect the data described in [section 4.2](#) in our database. We evaluate the data with the aim of identifying information in which you might be interested so that we can send or display such

information to you first and foremost. We also use mathematical-statistical methods to determine possible product interests, taking into account our product range. For this purpose, your personal data is compared with the data of other customers. Based on this comparison, we can then deduce which other products and promotions that other customers with similar interests have shown an interest in could also be of interest to you and other customers. However, Lidl does not assume any legal obligation to ensure that data processing always functions in the manner described. Subject to your consent, we create analyses of your use of the app as well as user segmentation profiles. We assign this information to your person for the advertising purposes covered by this contract. We also gain general insights into the optimization of our app and the success of our advertising campaigns. We provide our advertising partners with statistically prepared, anonymous data on the success of their advertising campaigns for billing purposes. Our advertising partners cannot trace this information back to you personally (for other data transfers, please refer to our data protection information for Lidl Plus)."

In order to stimulate your interest in product categories that you do not normally buy, it is possible that you will receive offers for other product categories in Lidl Plus. It is also likely that certain groups of users will receive different discount rates for the same product category in order to test Lidl's commercial promotions.

5. General requirements for using the Lidl Plus Service

5.1 Use

A valid mobile phone number, an e-mail address and a Lidl Plus account are required to use the service.

To be able to use Lidl Plus to its full extent, you must also download the software from an app store. Specific software versions are available for different types of cell phones. For some types, suitable software cannot be offered for technical reasons. If no suitable software version is available for your cell phone, you will not be able to use the services. However, the Lidl Stiftung endeavors to offer the software for as many different model types as possible. Due to the constantly changing product ranges on the market for mobile devices, the Lidl Stiftung cannot offer an up-to-date list of all cell phones with which it is possible to use the services.

The use of the service requires regular data transmission from your cell phone. The scope and frequency of data transmission depend on the type and scope of use of the services. You are responsible for the connection costs incurred for data transmission. The amount depends on the contract between you and the respective mobile phone provider. Full use of the service is not possible without a mobile phone or Internet connection.

The costs of setting up and maintaining an Internet connection on the user side are not part of the Lidl Stiftung's services. This is the sole responsibility of the contractual relationship between you and your internet provider.

The use of the service also requires sufficient battery power and screen brightness to scan the QR codes in the checkout process.

You undertake to install the updates we offer. You will be informed thereof while using the software. Use of the service on manipulated end devices (e.g., through jailbreaking/rooting) is not permitted.

5.2 Language

Lidl Plus supports Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish and Swedish.

5.3 Access blocks

The Lidl Plus account is password-protected to ensure the security of user data.

5.4 Updates

Full use of the service requires regular updating of the Lidl app.

6. Reservation function

This section applies to the use of the reservation function. The reservation function is only available in Lidl Plus.

6.1 Object

The reservation function allows you to reserve the products specified in Lidl Plus and then pick them up at a store of your choice. To do this, you must first register for the service via Lidl Plus in accordance with [section 3](#). Please note that some products in our range are only available for a limited time. We therefore reserve the right to restrict or deactivate the reservation function in Lidl Plus at any time, even without prior notice.

6.2 Non-binding nature of reservations

Reservations are non-binding, i.e. you are not yet obliged to pay a price. A reservation does not give rise to any main contractual obligations, i.e. a reservation neither obliges you to purchase nor does it establish a claim on your part to the retention or transfer of ownership of the products.

6.3 Reservation process

The reservation function in Lidl Plus will automatically show you the products that are available in your selected store. If the products are not available in the selected store, you have the option of switching to another store. You make a reservation by first selecting the product in the desired quantity in Lidl Plus and clicking on "Reserve" to place the product in the shopping cart. Within the shopping cart, you can still change the quantity of the selected products or remove products from the shopping cart. The reservation is completed as soon as you click on "Reserve now without obligation" in the shopping cart. You will then receive a confirmation of receipt of your reservation to the e-mail address you provided during registration. As soon as the reserved products have been deposited for you in the store and are ready for collection, you will also receive a collection notification by e-mail. You can find the exact time your reserved products are available in the selected store in Lidl Plus as well as in the pick-up notification. It is not possible to extend the hold time at the store. You can also track the status of your reservation at any time in Lidl Plus.

6.4 Collection and purchase at the shop

To pick up your reserved products, please contact a store employee at the selected store and provide them with the order number of the reservation - which can be found in Lidl Plus, the reservation confirmation or in your pick-up notification. The reserved products are then purchased by paying for the products on site in the checkout area of the store. The contractual partner is the Lidl company that operates the pick-up store.

6.5 Subsequent change and cancellation of the reservation

You can change or cancel all or part of your reservation in the "Your reservation" section of Lidl Plus by clicking on the "Change" or "Cancel reservation" button. By clicking on the "Change" button, your previous reservation will be cancelled, and all of your originally reserved products will be added to the shopping cart again. You can then edit the shopping cart and confirm the reservation again by clicking on "Reserve now without obligation". If the reservation is not confirmed again, no products will be reserved. Each time you change or cancel your reservation, you will receive a confirmation message to the e-mail address you provided during registration.

As an alternative to cancelling the reservation or if it is no longer technically possible to cancel the reservation because the reservation is no longer in the "in preparation" status, you can also allow the reservation to lapse by not collecting the reserved products within the advance holding period specified in section 6.3.

6.6 History

While the Reservation Function on Lidl Plus is active, your reservations will be displayed in your Account.

7. Your duties

You must

- enter correct data when registering and keep your profile up to date,
- update your mobile phone number on Lidl Plus immediately when it changes,
- keep your password private and change it if you know or suspect that someone has accessed or tried to access your Account; and
- use the service in accordance with applicable law.

Please also note that we primarily use your mobile phone number to identify you as the authorized owner of your Lidl Plus account. It is therefore particularly important that your current mobile phone number is always stored in Lidl Plus. This is the only way to ensure that you can access your Lidl Plus account at any time, even if you forget your password, and that no unauthorized third parties can gain access to your Lidl Plus account if you change your mobile phone number.

8. Right of withdrawal

8.1 Cancellation policy

Cancellation policy

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the date of conclusion of the contract.

To exercise your right of withdrawal, you must contact us at

Lidl	Stiftung	&	Co.	KG
Stiftsbergstraße	1,	74172		Neckarsulm
Germany				
E-mail: databaseskyttelse@lidl.dk				

of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You can use the attached sample in section 8.3 withdrawal form, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

8.2 Consequences of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment.

If you have requested that the services should commence during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the time at which you inform us of the exercise of the right of withdrawal with regard to this contract compared to the total scope of the services provided for in the contract.

8.3 Sample withdrawal form

See [PDF](#)

9. Warranty

The statutory warranty for defects shall apply.

10. Liability

The operators of the individual online services are solely responsible for the provision of their services. The Lidl Stiftung is not responsible for any claims resulting from this. The same applies to other contributions by independent third parties such as an Internet provider.

We are liable without limitation for intent and gross negligence as well as for damages resulting from injury to life, body or health.

In cases of slight negligence, we shall only be liable for breach of a material contractual obligation. An essential contractual obligation in this sense is an obligation the fulfillment of which makes the execution of the contract possible in the first place and on the fulfillment of which the contractual partner may therefore regularly rely. In this case, liability is limited to the typical and foreseeable damage at the time of conclusion of the contract.

The limitations of liability shall apply accordingly in favor of our employees, agents and vicarious agents.

Any liability on our part for guarantees expressly designated as such and for claims based on the Product Liability Act shall remain unaffected.

Any further liability on our part is excluded.

Lidl is not liable for any lost or erroneously deleted receipts, including any financial losses resulting from missing receipts in connection with complaints

11. Cancellation, deletion

You are entitled to terminate your participation at any time without giving reasons, for example by using the "Delete user account" function. Termination by the Lidl Stiftung is also possible at any time with a notice period of 14 (fourteen) days without stating an important reason. The right of both parties to terminate for good cause remains unaffected. Termination by the Lidl Stiftung will be considered in particular if the user violates the provisions of these conditions of participation. Until such time as the relevant incidents have been clarified, the user's data may be blocked. In particular, we reserve the right to delete your Lidl Plus account in the event of false information. The right of the parties to extraordinary termination for good cause remains unaffected.

12. Customer Service

If you have any questions, please contact our customer service at kundeservice@lidl.dk or via the contact form: <https://selvbetjening.lidl.dk/SelfServiceDK/s/contactsupport>.

13. Final provisions

These Terms and Conditions of Participation exclusively govern business relationships with customers with - possibly only temporary - residence in Denmark. This also remains unaffected by the offer of additional language in Lidl Plus.

Information on complaint options:
At Lidl, we want to help you if your experience or purchase did not live up to expectations. We always wish to find the best solution together with our customers, so if something is not as it should be, we would very much like to hear from you so we can rectify the mistake as quickly as possible. You can always find our contact information here:
https://selvbetjening.lidl.dk/SelfServiceDK/s/contactsupport?_ga=2.243490245.1597545273.1662458886-909304167.1623318194

If we cannot reach an agreement regarding your entitlement, you have the following complaint options:

A complaint regarding a product or service can be submitted to the Danish Appeals Boards Authority (Nævnenes Hus), the Mediation Team for Consumer Complaints, Toldboden 2, 8800 Viborg, via the Complaint Portal for Nævnenes Hus. The Mediation Team will attempt to resolve the dispute through mediation, and if a solution cannot be found, you can bring the complaint before the Consumer Board of Appeal (Forbrugerklagenævnet).

As a general rule, it is a prerequisite for filing a complaint that the product or service you wish to complain about cost at least DKK 1,220 and no more than DKK 100,000 (2026 rates). For complaints regarding clothing and shoes, the price must generally be at least DKK 790 (2026 rates). A fee must be paid to have the complaint processed.