



Changes to the General Terms and Conditions (GTC)

Last updated September 2024

Section	<i>previous GTC, valid from October 2020</i>	<i>Change as of 19 September 2024</i>
Preamble	No comment on the use of language.	Additional note that all references to persons in the GTC apply to all genders.
1. Registration and scope of use		
1.1	Target group and cost liability	Addition stating the fee for our services is shown in the respective offer description.
1.2	Information on the terms of acceptance of an unspecified registration process	Information on the registration process has been added here. This is now described in more detail. The registration process has not changed as a result.
1.3	The user must provide truthful information	There is now a more detailed description of how the contractual relationship between the user and Zattoo is established, namely through our acceptance of the registration request.
1.4	Scope of use only for personal purposes	Contract language, scope of information from Zattoo to the customer (mainly identical to the old point 2.6)
1.5	Service availability	Scope of use only for personal purposes. The content is identical to the old point 1.4, only a linguistic change.
1.6	End device availability	Service availability. This point is identical in content to the old point 1.5.
1.7	Note on the presentation of offers	This point corresponds to the old point 1.6. However, there is now an addition stating that Zattoo can decide which devices are supported.

1.8	not present	This point corresponds to the old point 1.7.
2. Conclusion of the contract and costs of the services		
2.3	Order process	Here, only linguistic adjustments have been made to make the ordering process for chargeable services even clearer.
2.6	Contract language, scope of information provided by Zattoo to the customer	The old point 2.6 has been deleted. The content can now be found unchanged in point 1.4.
2.6		This new point 2.6 stipulates that Zattoo undertakes to provide the current software version of the respective subscribed products. However, a prerequisite is always compatibility with the operating system of the user's device.
4. Cancellation policy		
4.1	Right of cancellation	The deadline for cancelling the contract has been adjusted for the benefit of the users. Users can now cancel the contract within 14 days of the conclusion of the contract. The exception to the right of cancellation at the beginning of use has been deleted for the benefit of the users.
5. User obligations		
5.1	Disclosure of data by the user is not permitted	Here, only linguistic adjustments have been made. Nothing has been changed in terms of content.
5.4	Section on the exclusive permission of use for private purposes	In terms of content, the permission of use is only granted for private purposes. The possible consequences of the legal violations mentioned are now clearly defined.
6. Special services		
6.1.1	Use of third-party app stores	Here, only linguistic adjustments have been made. Nothing has been changed in terms of content.

8. Data protection		
	Information on data protection	Here, only linguistic adjustments have been made. Nothing has been changed in terms of content. A link to our privacy policy has been added.
9. Limitation of liability and indemnity		
9.1	Liability on the part of Zattoo	This new point 9.1 has been inserted due to new legal regulations. Users can therefore assert warranty claims against Zattoo if Zattoo's services are defective.
9.2	Indemnification by the user	This point corresponds to the old point 9.1.
9.3	not present	This point corresponds to the old point 9.2.
10. Contract term, termination, reimbursements		
10.1	Contract duration, renewal, information provided by Zattoo, termination options	The new provision in this point states the contract duration is extended for an indefinite period after the minimum usage period has expired. Termination options are now described in point 10.3. As a result, termination is now possible on a monthly basis after the initial contract period has expired.
10.3	Repayment arrangements	This section now describes how to terminate a contract (termination conditions), which was previously included in point 10.1.
10.4	not present	This point corresponds to the old point 10.3.
11. General provisions		
11.1	Transferability of rights and obligations arising from the contractual relationship	Transferability of rights and obligations arising from the contractual relationship. The user has a right of termination upon transfer, which applies from the time of the transfer.
11.2	Notes on changes to the GTC and right to object	Additions have been made to this point to provide the user with even more detailed information about their right of withdrawal.



12. Applicable law, dispute resolution		In the new point 12, users are informed about the applicable law in the event of a dispute and about online dispute resolution.
12.1	Not yet included	
12.2	Not yet included	
12.3	Not yet included	
13. Effectiveness	Effectiveness of the GTC	In point 13, formerly 12, users are informed of when the new GTC will apply.