

ProxyHub – Consumer Information and Withdrawal Notice

Version: 1 October 2026

Non-binding English translation. The legally binding version of this document is the German original. In the event of any discrepancy, the German version prevails.

1. Provider

Hodlmayr GmbH, Höhenstr. 10, 70736 Fellbach, Germany, Managing Director: Ronny Mütschele, e-mail: support@proxyhub.space.

2. Essential characteristics of the services

ProxyHub is a service for the receipt, capture, storage, digital provision, forwarding, return and destruction of letters and parcels as well as for the provision of shipping labels for self-shipping.

Depending on the tariff and individual order, in particular the following services can be booked: provision of one or more receiving addresses, acceptance of letters and parcels, envelope scan or parcel photo, opening and scanning of letters, forwarding of letters and parcels individually or as a consolidated shipment, destruction of letters, long-term archiving of letters (only in tariffs for companies), storage of parcels beyond the free period against a storage fee, return of parcels to the sender, creation of shipping labels for own shipments, premium locations, imprint address / address for service of process after activation and other additional services according to the tariff.

3. Prices

The prices displayed in the respective tariff and in the price list apply, including VAT.

Parcels are stored free of charge for the free period specified in the price list (currently 7 days in the Flex and Advanced tariffs, 14 days in the Pro and Business tariffs). Thereafter, a storage fee per day and parcel applies (currently EUR 0.20 Flex, EUR 0.10 Advanced, EUR 0.05 Pro and Business), which is charged daily to the credit balance. The customer is reminded by e-mail before charging begins. There is no automatic return after expiry of the free period; at the latest 180 days after expiry of the free period, ProxyHub may return the parcel to the sender at the customer's expense after prior notice.

Letters are stored free of charge for 90 days in all tariffs and are then destroyed after several reminders; in the Pro and Business tariffs, they are instead stored further against an archive fee (currently EUR 0.01 per day and letter).

Postage for forwardings and shipping labels is determined on the basis of weight, dimensions and destination and is displayed before the order is placed. Shipping labels can only be created for shipments with a value of goods of up to EUR 500; for loss or damage during carriage, ProxyHub is liable up to EUR 500 per shipment, but at least in the statutory amount. In addition, insofar as caused by the customer, third-party costs may be incurred in the amount actually incurred without surcharge: postage for returns, customs and import duties, additional charges of the shipping service provider for deviating weight or dimensions, costs for address corrections and surcharges of the shipping service provider.

4. Conclusion of contract

The contract is concluded when the customer creates a customer account, books a tariff or orders an individual service and the provider activates or performs the service. For chargeable services, the order is placed via the displayed booking or payment process. For shipping labels, the contract is concluded upon creation of the label in the portal.

5. Term and termination

Subscriptions run for the specified billing period and may be terminated in accordance with the tariff. The right to extraordinary termination remains unaffected.

6. Right of withdrawal for consumers

Consumers generally have a right of withdrawal in the case of distance contracts.

Withdrawal notice

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 day of the conclusion of the contract.

To exercise your right of withdrawal, you must inform us, Hodlmayr GmbH, Höhenstr. 10, 70736 Fellbach, Germany, e-mail: support@proxyhub.space, by means of a clear statement of your decision to withdraw from this contract. You may use the attached model 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.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery, without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

Note: Refunds for purchase-price payments made in Bitcoin (e.g. as a result of a withdrawal) are made exclusively in euros (EUR).

If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated to us your withdrawal from this contract, in comparison with the full coverage of the contract.

7. Model withdrawal form

To Hodlmayr GmbH, Höhenstr. 10, 70736 Fellbach, Germany, e-mail: support@proxyhub.space

I hereby withdraw from the contract concluded by me for the provision of the following service:

Ordered on: _____

Name of consumer: _____

Address of consumer: _____

Date: _____

8. Early performance of services

The customer may expressly request that ProxyHub begins performing a chargeable service before the expiry of the withdrawal period.

In the case of fully performed services, the right of withdrawal expires if the customer has expressly agreed that the provider begins performance before the expiry of the withdrawal period and the customer has confirmed that they lose their right of withdrawal upon full performance of the contract.

For shipping labels, the provider's service is fully performed upon creation of the label and engagement of the shipping service provider. If the customer requests immediate creation and confirms the loss of the right of withdrawal, the right of withdrawal expires upon creation of the label.