

Product-related contract terms and service description – “ENTERPRISE” package (AUSGEZEICHNET.org)

Preamble

AUSGEZEICHNET.org (a brand of AUBII GmbH; hereinafter referred to as "AUBII" or "AUSGEZEICHNET.org") is a review portal for service providers and retailers. AUBII provides customers with functions and tools for collecting, managing, and displaying reviews for companies and products, including rating badges/widgets and optional integrations. AUSGEZEICHNET.org is classified as **supported review partner** Listed on Google Seller Ratings.

This document contains the service description and supplementary terms of use for the "ENTERPRISE" package. For all other uses of the service, the General Terms and Conditions of AUBII GmbH, in their current version, apply.

1. Scope of services (services included in the "ENTERPRISE" package)

The ENTERPRISE package includes the following features, tools, and functions. Additional services will be displayed in your account. The listed services refer to the **Master-Account** The service description of the respective sub-account applies to each sub-account.

Top Features (ENTERPRISE)

- Online Reputation Kit: Seal, Rating Profile & Management Center
- Reviews per month: unlimited
- Number of external portals (All-in-One): max. 7
- Editor for individual profile page
- Configurator for rating seals in individual color schemes
- Review for violations in ratings
- Ratings API

Further services (excerpt)

- Number of domains / outlets: 1 included, additional domains/outlets (=sub-accounts) available for an extra charge.(according to offer/price list)
 - Mediation management (moderation) including consulting/handling of external assessments (scope as per offer)
 - Google Ads Sterne (Seller Ratings)
 - Legal services (templates)
 - Review Collector, Review Slider
 - Customer support via email & phone (same day)
 - Industry-specific evaluation criteria; Verified reviews; Allow multiple reviews per email address
 - Mailing tool for review requests
 - Seal for use on advertising media
 - Logo on AUSGEZEICHNET.org (for 1 year, if included in the account/offer); inclusion in "Industry Best"
 - Sentiment-Analysis
 - Video rating or image on profile page
 - Personal Account Manager; Personal Onboarding
 - Weekly update on external reviews
 - Product reviews (if booked/agreed upon)
-

2. Description of services

2.1 Enterprise Account / Multi-URL / Sub-Accounts

The ENTERPRISE package differs primarily in its multi-URL capability. In addition to the included domain, further domains/entities can be added as **Sub-Accounts**. Sub-accounts can be added (e.g., country subsidiaries, shops in various countries, branches). They are administered via the ENTERPRISE account; each sub-account has a feature set corresponding to the service package booked for that sub-account. Prices for sub-accounts are additional (as per the offer/price list). Sub-accounts can be managed in English or German. Feature upgrades are available per sub-account.

2.2 Customer Support

Customers can contact customer support via email or telephone. The scope and availability of support depend on the package booked and any individual agreements.

2.3 Reviews (Company/Shop Reviews)

- Review requests can be sent without technical limitations; in the ENTERPRISE package, reviews can be processed "unlimited" per month.
- Ratings are displayed individually in the rating profile; overall score and seal displays are updated regularly.

2.4 Guidelines for collecting reviews

The customer agrees to send review requests in accordance with the rules. In particular, no financial or other advantages may be offered in return for a review. Violations may negatively affect visibility/ranking and the display of seller ratings.[Google Help](#))

3. Evaluation management, audits, and changes/deletions

3.1 Principle: No entitlement to specific evaluation results

AUBII provides support in rating management; there is no entitlement to positive ratings or the deletion/modification of a rating.

3.2 Exclusive procedure for review/amendment/deletion (business valuations)

(1) Reviews, verification requests, editorial changes and, where applicable, deletions of company ratings will be carried out exclusively within the framework of the dispute resolution/review processes provided by AUBII in the customer account (in particular private message, public comment, dispute resolution/moderation and internal review processes such as "verification for violations").

(2) Applications, requests, and correspondence received outside the customer account – in particular letters from lawyers in the customer relationship or on behalf of the customer – do not replace this procedure. Such letters will be treated (to the extent possible) as a notification, but do not trigger a separate processing procedure or any separate deadlines.

(3) The parties' statutory rights (in particular the right to bring legal action before a court or other authority) remain unaffected.

4. Product reviews (if booked/agreed upon)

4.1 Validity of the conditions / quota

So Since product reviews are part of the ENTERPRISE service package (package variant "ENTERPRISE plus product reviews" or corresponding feature/add-on), the conditions for collection, presentation, guidelines and audit criteria apply analogously to company reviews, unless otherwise stipulated below.

Quota: For ENTERPRISE, the number of products included for product reviews is individual (according to the offer/account). Additional products are generally available in increments of 100, if offered.

4.2 Deviation: No arbitration/mediation for product reviews

- For product reviews, there is no dispute resolution procedure available to mediate between the customer and the person reviewing.
- Complaints are made exclusively via "Report/Mark as inappropriate" (or equivalent function in the customer account).
- A report leads to a review for rule violations; AUBII decides on measures at its own discretion (e.g. retention, permissible editorial adjustment, blocking/deletion in case of rule violation).

5. Integration of external assessments (All-in-One)

(1) About the **All-in-one function** External rating portals can be integrated into the AUSGEZEICHNET.org seal. The customer enters the URL of the desired portal; AUBII checks the information and activates the source.

(2) In the package ENTERPRISE up to 7 External portals can be integrated.

(3) Once activated, ratings will be updated regularly, usually once a week.

(4) The requirement for displaying external ratings in the seal is that at least a personal review via EXCELLENT.org was collected.

(5) The customer shall ensure that external ratings are attributed to the same legal entity; misuse/misattribution shall be at the customer's expense.

6. Usage rights, logos, graphics and seals

(1) AUBII grants the customer a simple, non-exclusive, non-transferable, revocable right for the duration of the contract to use the seals/widgets/graphics provided in the customer account within the scope of the contractually agreed to utilize deployment (e.g., integration on the registered domains/outlets).

(2) Any use of logos, seal graphics, advertising materials or other trademark elements from AUSGEZEICHNET.org/AUBII – especially outside the technically provided embedding codes/downloads (e.g., edits, retypesetting, print, offline advertising materials, co-branding, placements in third-party materials) – is always subject to prior approval through EXCELLENT.org.

(3) AUBII may refuse or revoke approval for good cause (e.g., misleading representation, violation of guidelines). After termination of the contract, the use of all seals/logos/graphics must cease and, if necessary, be removed.

7. Term and Termination

The minimum contract term is twelve months. The standard notice period for cancellation is four weeks before the end of the term. After the initial term, the contract will automatically renew for another twelve months unless cancelled in due time. The right to terminate for cause remains unaffected.

Clarification regarding price changes: OneThe extension will be subject to the fees then owed, applying the price adjustment clause in section 8.

8. Billing, payment methods and price increases

8.1 Prices / Due Date / Payment Methods

The fee shown during registration or in the individual offer applies, plus VAT and any setup/onboarding fee, as well as any additional charges for extra features/sub-accounts. The product page includes, among other things, an onboarding fee of €99.00 applies; available payment methods include direct debit, credit card/PayPal, and purchase on account (depending on the provider).(ch selection/availability).

8.2 Price increase clause (up to 5% annually)

(1) AUBII is entitled to increase the contractually owed fees for the ENTERPRISE package (including ongoing package/feature fees and sub-account fees) by up to 5% at the beginning of each new contract year compared to the last fee owed.

(2) AUBII will notify the customer of the price adjustment in writing at least 6 weeks before it takes effect.

(3) If the customer objects to the increase, he may terminate the contract extraordinarily at the time of the increase until it takes effect. The customer may cancel the contract before it takes effect. If the customer uses the service after it takes effect, the increase is considered accepted.

(4) This provision does not affect other rights arising from the contract/general terms and conditions.

9. Further conditions

(1) Rating Guidelines. The rating guidelines of AUSGEZEICHNET.org, in their current version, apply to the submission, publication, and moderation of ratings by rating individuals. These guidelines can be accessed at:

https://www.ausgezeichnet.org/de_DE/firma/misc/bewertungsrichtlinien

The customer acknowledges that reviews may be reviewed and – where permitted – modified, blocked or deleted in accordance with the guidelines if they violate these guidelines.

(2) Data Privacy Statement. The data privacy statement in its current version also applies to the processing of personal data in connection with the use of AUSGEZEICHNET.org. It can be accessed at:

<https://www.ausgezeichnet.org/datenschutz/>

(3) Obligation to provide information when requesting reviews. If the customer requests reviewers to submit a review (e.g., via email, QR code, form, widget), he shall provide appropriate reference to the documents referred to in paragraphs (1) and (2) (in particular by linking).

(4) Otherwise, the provisions of the General Terms and Conditions shall apply.

10. Further information

- Supported external portals for the All-in-One function
(link:<https://www.ausgezeichnet.org/customer-center/guides-instructions/anleitunng-all-in-one/>)
 - Rating code
(link:<https://support.google.com/contributionpolicy/answer/7400114?hl=DE>)
 - Guidelines for Google Seller Ratings in their current version
(link:<https://developers.google.com/merchant-review-feeds/publisherguideline>)
-

Stand:February 2026