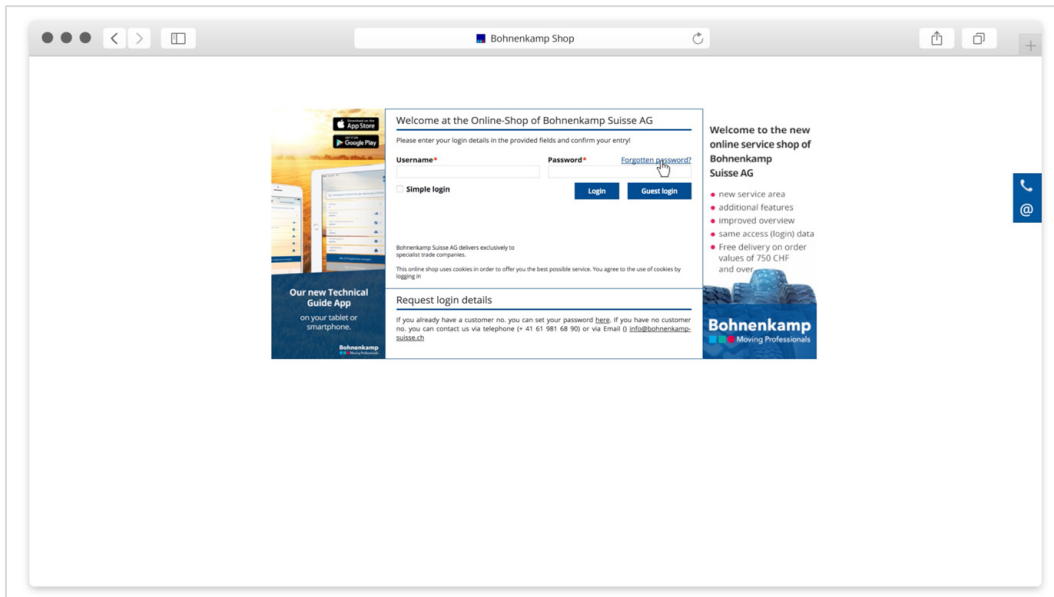
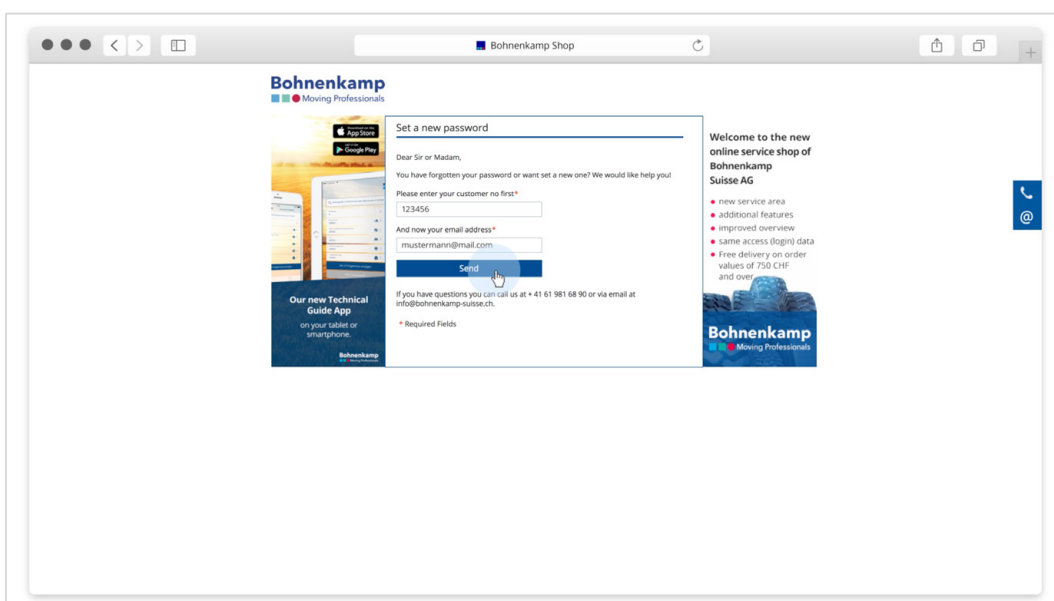


## Forgot password

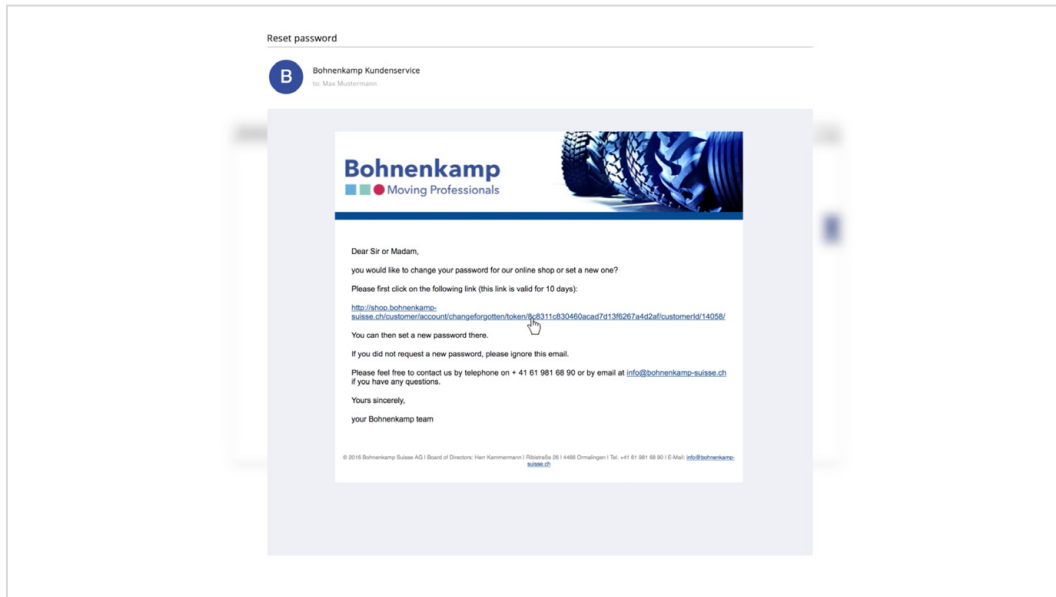
1. If you have forgotten your password, just click on “Forgot password” on the login page to create a new password.



2. Enter your customer ID and your e-mail-address that is correlated with your account information in order to identify you. If you are not sure about your customer ID or e-mail-address, please contact our shop-hotline.



- After that you will receive an e-mail, in which you are requested to set a new password.  
**Caution:** The e-mail will be sent to the address, that is correlated to your customer account. Please check your spam folder, too. In this e-mail you will find a link that you need to follow.



- After you have been redirected, you can set a new password and use it to log into the shop.

