
Revocation right

Cancellation policy

You have the right to withdraw from this contract within fourteen days without giving any reason.

The revocation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, have taken possession of the goods.

To exercise your right of withdrawal, you must inform us

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

To comply with the revocation period, it is sufficient for you to send the notification of the exercise of the right of revocation before the expiry of the revocation period.

Consequences of withdrawal

If you withdraw from this contract, we will refund all payments we have received from you, including delivery costs (with the exception of any additional costs resulting from the fact that you have chosen a different delivery method).

costs resulting from the fact that you have chosen a different type of delivery than the cheapest standard delivery offered by us), immediately and at the latest within fourteen days from the day on which we receive notification of your revocation of 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; under no circumstances will you be charged any fees for this repayment. We may withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earliest. You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you inform us of the revocation of this contract. The deadline is met if you send the goods before the expiry of the fourteen-day period.

You shall bear the direct costs of returning the goods.

For goods that cannot be returned normally by post due to their nature, these costs amount to 12.90 EUR.

You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Exceptions to the right of withdrawal (no withdrawal):

"The consumer has no right of withdrawal for contracts for:

- Goods whose price depends on fluctuations in the financial market over which the trader has no control and which may occur within the withdrawal period.
 - Goods that are manufactured according to customer specifications or are clearly tailored to personal needs.
 - Goods that can spoil quickly or whose expiration date would be quickly exceeded.
 - Goods that are delivered sealed and are not suitable for return for reasons of health protection or hygiene, provided that the seal has been removed after delivery.
 - Goods which, due to their nature, have been inseparably mixed with other goods after delivery.
Alcoholic beverages, the price of which was agreed upon conclusion of the contract, but which cannot be delivered earlier than 30 days after conclusion of the contract and whose current value depends on fluctuations in the market
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- on which the trader is dependent. market over which the trader has no control, sound or video recordings or computer software delivered in a sealed package, provided that the seal has been removed after delivery,
- newspapers, periodicals or magazines with the exception of subscription contracts for the delivery of such publications

In the event of an exchange, please complete the sample withdrawal form and enclose it with the package! Use the enclosed GLS returns slip for the return shipment.

Create return label
