



### **CONSUMER'S RIGHT OF WITHDRAWAL**

Pursuant to our Instructions on Withdrawal and the conditions stated therein, consumers have a right to withdraw from a contract within 14 days. Please note that goods that show signs of use and/or installation, as well as damages or alterations, cannot be returned in accordance with the consumer's Right of Withdrawal.

### **RETURN PROCEDURE WHEN EXERCISING YOUR RIGHT OF WITHDRAWAL**

Provided you have a Right of Withdrawal, have exercised it properly and met the withdrawal deadline, you are responsible for returning the concerning goods to us without delay, however no later than 14 days after exercising your Right of Withdrawal. As a first step, please contact our Customer Service Team to coordinate the return.

You shall return the respective goods to us, along with the invoice or delivery receipt, in their original packaging or – in case the original packaging is not available anymore- carefully packed so as to avoid damage on return.

After we have taken delivery of the returned goods, we will inspect them within an appropriate timeframe.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction. The reimbursement will be carried out within 14 days of receipt and inspection of the respective goods.

Should you have any questions, our Customer Service Team will be happy to assist you.