

## Cancellation policy

### Right of withdrawal

You have the right to revoke this contract within 14 days without giving reasons.

The revocation period is 14 days from the day of revocation,

- where you or a third party designated by you, other than the carrier, have taken possession of the goods, provided that you have ordered one or more goods under a single order and that the goods are delivered under a single delivery;
- at which you or a third party designated by you, other than the carrier, took possession of the last goods, provided that you have ordered several goods under a single order and they are delivered separately;
- on which you or a third party designated by you, other than the carrier, have taken possession of the first goods, where goods are supplied under a single order for regular delivery over a specified period.

In order to exercise your right of withdrawal, you must inform us (**EMZOD e.K., Rödingsmarkt 52, 20459 Hamburg, telephone no.: 040300696921, fax no.: 040300696920, Email address: revocation@emzod.com**) by means of a clear statement (e.g. a letter, fax or e-mail sent by post) of your decision to withdraw from this contract. You may use the attached model revocation form, which is not mandatory.

In order to comply with the revocation period, it is sufficient to send the notification of the exercise of the right of revocation before the end of the revocation period.

### Consequences of revocation

If you cancel this Agreement, we shall reimburse you for all payments we have received from you, including delivery charges (other than any additional charges arising from your choosing a different method of delivery to the cheapest standard delivery offered by us), immediately and no later than 14 days from the date on which we receive notification of your cancellation of this Agreement. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund.

We may refuse to refund until we have received the goods or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us or to **EMZOD e.K., Rödingsmarkt 52, 20459 Hamburg, Germany** without delay and in any case within 14 days at the latest from the day you notify us of the cancellation of this contract. The deadline is deemed to have been met if you send the goods before the 14-day period has expired.

**You shall bear the direct costs of returning the goods.**

You will only have to pay for any loss of value of the goods if this loss of value is due to handling of the goods that is not necessary for testing the nature, properties and functioning of the goods.

### Reasons for exclusion or extinction

The right of withdrawal does not apply to contracts

- for the supply of goods which are not prefabricated and for the production of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer;
- the supply of goods which are liable to deteriorate rapidly or whose expiry date would be quickly exceeded;
- the supply of newspapers, periodicals or magazines, other than subscription contracts.

## **The right of withdrawal expires prematurely for contracts**

- for the delivery of sealed goods which are not suitable for return for reasons of health protection or hygiene, if their seal has been removed after delivery
- for the delivery of goods if, after delivery, they have been inseparably mixed with other goods because of their nature;
- the supply of sound or video recordings or computer software in a sealed package if the seal has been removed after delivery.

The sample cancellation form can be found below our General Terms and Conditions of Business / Customer Information.

\*The right of withdrawal stated below applies to the order of digital contents\*

## **Cancellation policy for digital contents**

### **Right of withdrawal**

You have the right to revoke this contract within 14 days without giving reasons. The revocation period is 14 days from the date of conclusion of the contract. In order to exercise your right of revocation, you must inform us (EMZOD e.K., Rödingsmarkt 52, 20459 Hamburg, telephone number: 040300696921, fax number: 040300696920, Email address: revocation@emzod.com) by means of a clear declaration (e.g. a letter, fax or e-mail sent by post) of your decision to revoke this contract. You may use the attached model revocation form, which is not mandatory.

In order to comply with the revocation period, it is sufficient to send the notification of the exercise of the right of revocation before the end of the revocation period.

### **Consequences of withdrawal**

If you withdraw from this Agreement, we shall reimburse you for all payments we have received from you, including delivery charges (other than any additional charges arising from your choosing a different method of delivery to the cheapest standard delivery offered by us), immediately and no later than fourteen days from the date on which we receive notice of your withdrawal from this Agreement. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund.

### **Reasons for termination**

In the case of a contract for the supply of digital content not physically stored on a physical medium, the right of withdrawal expires when the trader has started to perform the contract after the consumer

1. has expressly agreed that the entrepreneur shall commence with the execution of the contract before the expiry of the revocation period and
2. has confirmed his knowledge that he loses his right of revocation with the beginning of the execution of the contract through his consent.

The sample revocation form can be found below our General Terms and Conditions of Business / Customer Information.

## Sample revocation form

(If you want to cancel the contract, please fill in this form and send it back).

- To

EMZOD e.K.

Rödingsmarkt 52,

20459 Hamburg

Germany

fax number: 040300696920

Email address: revocation@emzod.com :

- I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of the following goods (\*)/  
the provision of the following service (\*)

- Ordered on: (\*) \_\_\_\_\_

- Received on: (\*) \_\_\_\_\_

- Order number:

- Product name:

- Name of the consumer(s): \_\_\_\_\_

- Address of the consumer(s): \_\_\_\_\_

- Signature of the consumer(s) (only in the case of paper notification)

\_\_\_\_\_

- date: \_\_\_\_\_

(\*) Delete as appropriate.