

## INSTRUCTION ABOUT THE RIGHT OF WITHDRAWAL

### **Right of withdrawal**

Insofar as you place an order as a consumer, you are entitled to the following right of withdrawal:

You have the right to withdraw from this contract within 14 days without stating any reasons. The 14 days' period of withdrawal begins to run on the day on which you or a third party known to you who is not the carrier, have/has taken possession of the last of the goods.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by means of an unequivocal declaration. For this purpose, you can use our [Sample Withdrawal Form](#).

For compliance with the notice period for withdrawal, it is sufficient for you to send your notice of withdrawal by e-mail to [widerruf@henle.de](mailto:widerruf@henle.de) before the expiry of the period of withdrawal.

### **Consequences of the withdrawal**

If you withdraw from this contract, we are obliged to refund all payments received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery option offered by us), without delay and at the latest within 14 days of the day on which we have received your notice of withdrawal from 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; in no case will you be charged for any fees in connection with this repayment. We have the right to refuse repayment until we have received the goods back or until you have furnished proof of having returned the goods, whichever of the two is earlier.

You are obliged to return or, respectively, to hand over the goods to us immediately and in any case no later than 14 days from the day on which you notify us of your withdrawal from this contract. The deadline shall be deemed to be met if you send the goods before the expiry of the 14 days' period. Any direct costs in connection with your returning the goods shall be for your account.

You only have to pay for any loss in value of the goods if this loss in value is attributable to your handling of the goods in any way that is not necessary for testing their quality, features and functionality.

### **Exclusion of the right of withdrawal**

There shall be no right of withdrawal regarding any contracts

- for the supply of goods which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is crucial, or which are obviously customised,
- for the supply of goods which, due to their nature, have been inseparably mixed with other goods after their delivery,
- for the delivery of sound or video recordings or computer software in a sealed package if the seal has been removed after delivery.

END OF THE INSTRUCTION CONCERNING THE RIGHT OF WITHDRAWAL