**Right of withdrawal of the customer as a consumer**

**Right of withdrawal for consumers**

Consumers have a right of revocation according to the following provisions (unless otherwise stipulated in the applicable laws), whereby a consumer is any natural person who concludes a legal transaction for purposes which can predominantly be attributed neither to their commercial nor to their independent professional activity.

**Withdrawal policy**

**Right of withdrawal**

You have the right to withdraw this contract within fourteen (14) days without giving any reason.

The withdrawal period is fourteen (14) days from the day on which you or a third party named by you, who is not the carrier, has or has taken possession of the goods.

To exercise your right of withdrawal, you must provide us with

| **Company name or name\*:** Online Store GmbH / Peter Online Store Soletrader |
| --- |
| **Owner / Representative\*:** First Name Last Name |
| **Steet, Nr.\*:** Street, 1 |
| **ZIP, City\*:** ZIP, City |
| **Country:** Germany |
| **Telephone/Fax:** +211111 |
| **E-Mail\*:** online@store.com |

by means of a clear declaration (e.g. a letter sent by post, fax or email) of your decision to withdraw from this contract. You may use the enclosed model withdrawal form for this purpose, which is, however, not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the end of the withdrawal period.

**Consequences of withdrawal**

If you withdraw this contract, we must return to you all payments that we have received from you, without undue delay and at the latest within fourteen (14) days from the day on which we received the notification of your withdrawal 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; in no case will you be charged for this repayment.

We may refuse repayment until we have received the goods back or until you have provided verification that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us without undue delay and in any event no later than fourteen (14) days from the day on which you notify us of the withdrawal from this contract. The deadline is met if you send the goods before the expiry of the period of fourteen (14) days.

You shall bear the direct costs of returning the goods.

You only have to pay for any loss in value of the goods if this loss in value is due to a loss of value due to handling of the goods which is not necessary for the condition, properties and functioning of the goods.

**Sample withdrawal form**

If you wish to withdraw the contract, please complete and return this form.

| **To:****Company:** Online Store GmbH / Peter Online Store Soletrader**Address:** Street 1, ZIP City**E-Mail:** online@store.com**Fax:** +21111I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of the following goods (\*):Ordered on (\*)/received on (\*):Name of the consumer(s): Address of the consumer(s):Signature of the consumer(s) (only in case of paper communication):Date: |
| --- |

(\*) Delete where inapplicable.

**- End of the withdrawal policy -**