**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, first used or has used the Services.

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 can 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.

If you have requested that the Services begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the Services already provided up to the time you notify us of the exercise of the right of withdrawal with regard to this contract compared to the total scope of the Services provided for in the contract.

**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:** +21111  I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of the following Services (\*):  Ordered on (\*)/received on (\*):  Name of the customer(s):  Address of the customer(s):  Signature of the customer(s) (only in case of paper communication):  Date: |
| --- |

(\*) Delete where inapplicable.

**- End of the withdrawal policy -**