

Right of cancellation

The following applies exclusively to consumers within the meaning of section 13 BGB [German Civil Code] as customers of Vispronet®: You have a right of cancellation pursuant to sections 355 et. seq. BGB. You are informed of this in accordance with the below:

Cancellation policy**Right of cancellation**

You have the right to cancel this agreement within fourteen days without providing reasons.

The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the conveyor of the goods, last had possession of the goods.

To exercise your right of cancellation, kindly notify

Vispronet® · Sachsen Fahnen GmbH & Co. KG
Am Wiesengrund 2
01917 Kamenz
Germany
Telephone: +49 3578 359-4141
Telefax: +49 3578 359-222
E-Mail: info@vispronet.eu

by means of a clear declaration (e.g. a letter sent by mail, fax or e-mail) indicating your decision to cancel this agreement. You may use the enclosed sample cancellation form for this purpose. However, this is not mandatory.

You may also fill in and transmit the cancellation form or another clear declaration on our website <http://www.vispronet.eu/enhancedcustomer/cancellation> electronically. If you make use of this option, we will send you a confirmation regarding the receipt of such a cancellation without delay (e.g. by e-mail).

To comply with the cancellation period, it is sufficient if you send the notification regarding the exercise of the right of cancellation prior to expiry of the cancellation period.

Consequences of cancellation

If you cancel this agreement, we shall refund you all payments that we have received from you, including the delivery costs (with the exception of additional costs due to you having selected a different type of delivery than the standard, most cost-effective delivery offered by us) without delay and no later than fourteen days from the date on which the notice regarding your cancellation of this agreement has been received by us. For this refund, we shall use the same payment method that you used in the original transaction unless a different payment method was expressly agreed with you. No fees shall be charged in respect of this refund. We may refuse a refund until we have received the goods or until you have provided proof that you have sent the goods back to us, depending on which is the earlier date.

You shall return to us by mail or hand to us the goods without delay and, in all cases, no later than fourteen days from the date on which you notified us of the cancellation of this agreement. The period shall be deemed to have been complied with if you mail the goods before the fourteen-day period expires.

You shall bear the direct costs relating to the return of the goods. The costs are estimated to amount to a maximum of approx. 500 euros per pallet.

You shall be charged for any loss in value of the goods only if there is loss in value as a result of unnecessary handling of the goods for checking the quality, characteristics and functioning of the goods.

Special notices

Pursuant to section 312g (2) no. 1 BGB [German Civil Code], the cancellation right does not apply to mail order agreements for the delivery of goods that are not pre-produced and for the manufacture of which individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.

This shall apply to an order from Vispronet® in particular if Vispronet® produces printed products for you according to your specifications.

Businesses have no right of cancellation

Effective: February 2018

Example-Cancellation Form

If you wish to cancel your order agreement than please fill out the following form and send it back to:

Vispronet® · Sachsen Fahnen GmbH & Co. KG
Am Wiesengrund 2
01917 Kamenz
Germany
Tel.: +49 3578 359-4141
Fax: +49 3578 359-222
E-Mail: info@vispronet.eu

I hereby cancel my order agreement regarding the purchase of product(s) and provision of services:

.....
.....

Ordered on (*): Received on (*):

Customer information:

.....
Surname, name

.....
Address

.....
Place/date

.....
Signature (only when sent as hardcopy)

(*) not applicable strike out