

Withdrawal Periods for certain Countries of the European Union

Austria : The withdrawal period is 7 working days, commencing on the day after the day the consumer receives the goods, in case of services, on the day the contract is concluded. Consumers are to be reimbursed immediately. The consumer bears the direct costs of returning the goods to the online shop.

Belgium : The withdrawal period is 7 working days, commencing on the day after the day the consumer receives the goods, in case of services, on the day the contract is concluded. In the event the right of withdrawal is exerted by the consumer, the direct cost of returning the goods shall be paid by the consumer, except when the online shop has not fulfilled its obligation with regard to the information to be provided or if the product or service does not correspond with the description in the offer.

Denmark : The withdrawal period is 14 days, commencing on the day the product is delivered, in case of services on the day on which the consumer received information that the contract was entered into. The consumer bears the direct costs of returning the goods to the online shop.

Finland : The withdrawal period is 14 days from the day after the consumer received the written confirmation, or regarding products, the date of delivery or the first delivery, if the product or the first delivered product would be received by the consumer later than the written confirmation. The withdrawal period would be extended to the following working day if it were expired on a holiday or Saturday. The online shop must bear the costs of returning the goods, if they can normally be returned by post.

France : The withdrawal period is 7 days, commencing when the consumer receives the products, or the contract for the provision of services is accepted. Should the period expire on a Saturday, Sunday or a public holiday, then it is extended to the first subsequent working day. The consumer bears the direct costs of returning the goods to the online shop.

Germany : The withdrawal period is 14 days, commencing on the day the product is delivered and the consumer received the information regarding the right of withdrawal correctly. In the case of overall orders involving an invoice value up to EUR 40.00, the return costs may be charged to the customer by prior contractual agreement. The online shop shall not refuse the acceptance of returned goods or the refund of the full purchase price because the consumer returned the goods freight forward or the goods are used or not factory packed but must clearly inform the consumer before he submits an order that if the goods are damaged and not saleable as new, the online shop is entitled to seek recompense.

Greece : The withdrawal period is 10 days, commencing on the day on which the goods were received, or in the case of services, the day on which the consumer receives written confirmation of having contracted the service. There is no exemption for those contracts contained in Article 6(3) of the EU-Distance Selling Directive 97/7*. Should the right of withdrawal be exercised, then the direct cost of returns must be borne by the consumer and he/she must return the good in its initial situation.

Ireland : The withdrawal period is 7 working days, commencing on the day on which the goods were received, or in the case of services, the day on which contract is concluded. The consumer bears the direct costs of returning the goods to the online shop.

Italy : The withdrawal period is 10 working days, commencing on the day on which the goods were received, or in the case of services, the day on which contract is concluded. To exercise his/her right of withdrawal the customer must send a written communication to the online shop through a registered letter with acknowledgement of receipt. The consumer bears the direct costs of returning the goods to the online shop.

Luxembourg : The withdrawal period is 7 working days, commencing on the day on which the goods were received, or in the case of services, the day on which contract is concluded. The consumer bears the direct costs of returning the goods to the online shop.

Netherlands : The withdrawal period is 7 working days. The limitation on the right of withdrawal (unless otherwise agreed) contained in Article 6(3) of the EU-Distance Selling Directive*, is reduced in the Dutch legislation and parties cannot agree otherwise. The consumer bears the direct costs of returning the goods to the online shop.

Portugal : The withdrawal period is 14 days, commencing on the day on which the goods were received, or in the case of services, the day on which contract is concluded. The consumer shall preserve the goods in good conditions of use. The consumer can only exercise the right of withdrawal through a registered letter with receipt notice notifying the supplier of his/her will to cancel the contract. The consumer bears the direct costs of returning the goods to the online shop.

Spain : The withdrawal period is 7 working days, commencing on the day on which the goods were received. If the online shop does not reimburse the consumer within 30 days after contract withdrawal then the consumer may claim twice the amount paid to the online shop. The consumer bears the direct costs of returning the goods to the online shop.

Sweden : The withdrawal period is 14 days, commencing on the day on which the goods were received. The consumer bears the direct costs of returning the goods to the online shop.

United Kingdom : The withdrawal period is 7 working days, commencing on the day after the day the consumer receives the goods, in case of services, on the day the contract is concluded. The online shop may charge to the consumer the direct cost of recovering any goods supplied under the contract, where a term of the contract provides that the consumer must return any goods supplied if he cancels the contract. Otherwise the online shop shall pick up the goods at his own expense.

Other Countries of the European Union not mentioned above the respective national law shall be applicable.

Countries which are not members of the European Union : The withdrawal period is 7 working days, commencing on the day on which the goods were received, or in the case of services, the day on which contract is concluded. The consumer bears the direct costs of returning the goods to the online shop.