

Purchase cancellation advisory and form

Consumers have purchase cancellation rights as outlined below. A consumer is any natural person who concludes a transaction for purposes which are not primarily associated with their commercial or self-employed activity:

A. Advisory of purchase cancellation rights

Purchase cancellation rights

The customer may cancel a contractual purchase within a period of 14 days without stating reasons by providing notification thereof in text form (letter, fax, e-mail, etc.) or by returning the goods if goods were delivered prior to elapse of that period. This period begins upon receipt of such notification in text form, but not before receipt of the goods by the recipient.

The purchase cancellation period is fourteen days from the date on which you or a third party designated by you who is not the shipping/delivery provider have/has taken possession of the last portion of the goods.

Sending notice of cancellation or sending the goods off for return by the applicable deadline suffices to constitute adherence with the purchase cancellation period. To exercise your right of purchase cancellation you must send us (PEZ International GmbH, Eduard-Haas Strasse 25, 4050 Traun, Austria, fax: +43/732/38999-1264, e-mail: shop@pez.at), clearly worded notice (via postal letter, fax or e-mail, for example) of your decision to cancel this purchase contract. You may utilise the attached purchase cancellation form for this purpose, although the form is not required.

To meet the purchase cancellation deadline it suffices to send off notification of exercise of purchase cancellation rights before elapse of the cancellation deadline.

Consequences of purchase cancellation

If you cancel this purchase contract, we are required to refund to you immediately – no later than fourteen days from the date upon which we receive notification of your revocation of this contract – all payments we have received from you including delivery costs (with the exception of additional costs accruing through your choice of a delivery method other than the standard, low-cost delivery option we offer). In processing such refunds we utilise the same payment mode you used in the original transaction unless explicitly agreed with you otherwise; in no case will we charge fees for such refunding. We may refuse refunding until we have received the returned goods or until you have provided proof of having returned the goods, whichever is earlier.

You must return goods promptly within fourteen days of the date on which you inform us of cancellation of this purchase contract, either by delivery carrier or in person. The return deadline is deemed met if you send the goods off before elapse of the 14-day period.

We bear direct costs for returning the goods.

You are only responsible for paying for any decrease in goods value resulting from handling of the goods other than as necessary to inspect the characteristics, features and functions of the goods. If you are unable to return the goods/services received or can only return such in a deteriorated condition, wholly or in part, the customer is required to compensate us accordingly. This does not apply to delivered goods if deterioration of the goods is due solely to their inspection – as would have been possible in a retail shop, for example. The customer can avoid being required to pay compensation for deterioration occurring in the course of proper usage of the goods by not using the goods as if they were the customer's own property, and by refraining from doing anything that could impair their value.

General advisories

Please be sure to avoid damaging and dirtying of the goods. If possible, return the goods to us in their original packaging along with all accessories and packaging components. Make use of any protective outer packaging if provided. If you no longer have the original packaging, please use packaging suitable to ensure adequate protection against damage during transport.

Please do not return the goods to us freight collect.

Please note that the two paragraphs above do not outline prerequisite conditions for effectively exercising purchase cancellation rights.

This concludes the purchase cancellation advisory.

B. Purchase cancellation form

[Please complete and return this form if you wish to cancel a purchase contract.]

To
PEZ International GmbH,
Eduard-Haas-Strasse 25,
A-4050 Traun
Austria
Fax: +43 (732) 38999-1264
E-mail: shop@pez.at

I/we (*) hereby cancel the contract concluded by me/us (*) for the purchase of the following goods
(*)/provision of the following service (*)

Ordered on (*) _____ / received on (*) _____

Name of the consumer/s

Address of the consumer/s

Signature of the consumer/s (for paper notification only)

Date

(*) Strike through if not applicable