Instructions for cancellation & Cancellation form

A. Instructions for cancellation

Introduction

Consumers, i.e. any individual acting for purposes which are wholly or mainly outside those individual’s trade, business, craft or profession, are entitled to cancel any contract on the following conditions:

Right to cancel

You have the right to cancel this contract within 30 days without giving any reason.

The cancellation period will expire after 30 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right to cancel, you must inform us (EnergyVital Naturprodukte GmbH, Talstr. 7, 01099 Dresden, Germany, Phone: +49 351 33292555, e-mail: impressum@energyvital.de) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model cancellation form, but it is not obligatory.

You can also exercise your right of withdrawal online via the website at the internet address https://www.energyvital.de/en/withdraw-from-contract. If you use this online feature, you will be sent an acknowledgement of receipt of the withdrawal on a durable medium (e.g. by email), including its content and the date and time of its submission, without undue delay.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you choose a type of delivery other than the least expensive type of standard delivery offered by us) without undue delay and not later than fourteen days after the day on which we are informed about your decision to cancel this contract. We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have

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supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods

Exclusion and/or premature expiration of the right to cancel

The right to cancel ceases to be available in the case of a contract for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons, if they become unsealed after delivery.

General information

1) Please prevent damage to and contamination of the goods. Please return the goods, if possible, in the original packaging with all accessories and all packaging components. If necessary, please use protective outer packaging. If you are no longer in possession of the original packaging, please use suitable packaging providing adequate protection against potential transport damage.
2) Please do not return the goods with postage unpaid.
3) Please note that the above general information in section 1 and 2 is not a precondition for effectively exercising your right to cancel.

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B. Cancellation form

If you wish to cancel this contract, please complete and submit this form.

EnergyVital Naturprodukte GmbH
Talstr. 7
01099 Dresden
Germany

e-mail: impressum@energyvital.de

I/We (*) hereby give notice that I/We (*) cancel my/our (*) contract of sale of the following goods (*) /for the supply of the following service (*),

_____

_____

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

_____
Name of consumer(s)

_____
Address of consumer(s)

_____
Signature of consumer(s) (only if this form is notified on paper)

_____
Date

(*) Delete as appropriate

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