

Cancellation right

Withdrawal

Cancellation policy (exclusively for consumers within the meaning of the law)

As a consumer (within the meaning of the law), you have the right to cancel this contract within fourteen days without giving any reason, provided that it has been **concluded exclusively** as a distance selling contract. This right of cancellation does not apply to the purchase of goods in our local shop.

The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, have taken possession of the last partial shipment or the last item.

To exercise the right to cancel, you must inform us - Käfer IT Systeme e.K. - Thomas Käfer - Elchenrather Weide 20 - 52146 Würselen - E-Mail: service@KaeferLive.de - Fax 02405/47949-15 - of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You can use the attached sample cancellation form (see below), but this is not mandatory.

To meet the cancellation deadline, it is sufficient for you to send your notification of exercising your right of cancellation before the cancellation period has expired.

Consequences of cancellation

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from 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; under no circumstances will you be charged any fees for this repayment. We may withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earliest. If you declare a partial cancellation, we are entitled to charge any surcharges that would have been incurred if you had only ordered the goods that you did not cancel.

You must return or hand over the goods to us - Käfer IT Systeme e.K. - Thomas Käfer - Elchenrather Weide 20 - 52146 Würselen - immediately and in any case within fourteen days at the latest from the day on which you inform us of the cancellation of this contract. The deadline is met if you can prove that you have dispatched the goods before the period of fourteen days has expired.

You shall bear the direct costs of returning the goods.

Please note: You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking their condition, properties and functionality. Clearly visible signs of use and wear as well as scratches and optical damage can lead to a deduction in value. The right of cancellation is intended to give you as a consumer the opportunity to inspect the goods as you would in a shop. Extensive use beyond the inspection of the goods is not to be understood as such and may lead to a deduction in value. Please bear this in mind before purchasing and take the opportunity to test the devices in our showroom!

Note on the non-existence of the right of cancellation

The right of cancellation does not apply to distance selling contracts

- for the delivery of goods which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly customised to the personal needs of the consumer.
- for the supply of audio or video recordings or computer software in a sealed package if the seal has been removed after delivery.
- for the delivery of newspapers, periodicals or magazines with the exception of subscription contracts.

Please note: The right of cancellation does not apply to companies (commercial use), for purchases or prior consultation in our shop and for goods ordered explicitly for you (see corresponding marking in each article under delivery time and shipping costs).