

Right of withdrawal for consumers

If the licensee is a consumer within the meaning of Section 13 BGB (German Civil Code), i.e. a natural person who concludes the license agreement for a purpose that cannot be attributed to his or her commercial or self-employed professional activity, he or she is entitled to the right of revocation in accordance with the following conditions:

Right of withdrawal

You have the right to withdraw from this agreement within fourteen (14) days without the need for an explanation. The withdrawal period is fourteen (14) days from the agreement conclusion date. To exercise your right of withdrawal, you must inform us at

ALZURA AG
Widerruf ALZURA Shop
Gewerbegebiet Sauerwiesen 2
Technologie Park I & II
67661 Kaiserslautern
Germany

through an unequivocal written statement (e.g. with a mailed letter, a fax, or an email), informing us of your decision to withdraw from this agreement. You can use the attached standard withdrawal form, however, this is not mandatory.

In order to comply with the withdrawal period, you simply need to send us a notice, stating that you are exercising your right of withdrawal before the cancellation period has expired.

Consequences of withdrawal

Should you withdraw from this agreement, we are obliged to refund you the entirety of all payments made, including the delivery fees (with the exception of fees that were the result of you choosing a different delivery option than the cheapest standard option we offer), without delay and no later than within fourteen (14) days after the day we receive your statement of withdrawal. The refund shall be issued via the same payment method that you provided for the original transaction, unless otherwise explicitly agreed with you; under no circumstances will you be charged fees for the processing of this refund.

If you require that the services begin during the withdrawal period, you will have to pay us an appropriate amount, the portion of which corresponds to the services already provided up to the point of time you informed us of exercising the right of withdrawal with respect to this agreement, in comparison to the full extent of services provided for in the agreement.

Withdrawal form

(If you want to cancel the contract, please fill out this form and send it back.)

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info@alzura.com
Fax: +49 6301 - 600 1000

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

Ordered on _____ / received on _____ (*)

Name of the (*) consumer(s):

Address of the (*) consumer(s):

Signature of the consumer(s):

_____ (only if communicated on paper)

Date:

(*) Delete where not applicable.