

Cancellation Policy

Right of Withdrawal

If the buyer is a consumer, i.e., if the order is placed for a purpose that cannot be attributed to their commercial or independent professional activity, the buyer shall have the right to withdraw from this contract. The withdrawal period shall comprise 14 days from the day on which the buyer, or a third party designated by the buyer, other than the carrier, takes possession of the goods. In order to exercise this right, the buyer must provide the seller with a clear statement in writing (e.g. by post or by e-mail) indicating their decision to withdraw from this contract. The buyer may also use the sample withdrawal form provided, the use of which is not mandatory, or complete and submit another clear statement. To comply with the withdrawal period, it is sufficient for the buyer to send notice of exercising the right of withdrawal before expiry of the withdrawal period.

In the event that the withdrawal is made by using the withdrawal form, it should be sent to the following address.

Postal address: EDELRID GmbH & Co. KG, Achener Weg 66, 88316 Isny, Germany

E-mail: customerservice@edelrid.de

Consequences of Cancellation

If the buyer withdraws from the contract, the seller shall reimburse all payments received from the buyer, including the delivery costs (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, no later than 14 days from the day on which the buyer is informed about the seller's decision to withdraw from the contract. For this repayment, the seller shall use the same means of payment that the buyer used for the original transaction unless expressly agreed otherwise with the buyer; under no circumstances will the buyer be charged for this repayment. The seller may refuse to pay the refund until the goods have been returned or until the buyer has provided evidence of their return, whichever comes first. The buyer shall immediately send back or hand over the goods to the seller, in any event no later than 14 days from the date on which they sent notice of their withdrawal from the contract. The deadline shall be considered met if the buyer sends back the goods before the period of 14 days has expired. The buyer shall only be liable for any potential reduction in value of the items if this reduction in value is due to their handling of the items, such as was not necessary for testing the quality, characteristics, and functioning of the same.

5.3 In addition to the statutory provision, the following applies: If the buyer makes use of their right of withdrawal, the return of the goods in question from a value of EUR 50.00 from DE and AT is free of charge for him. Otherwise, the buyer shall bear the direct costs of returning the goods.

– End of the Withdrawal Policy –

The buyer's right of withdrawal is excluded from orders that concern the purchase of products that have been made to measure or clearly personalized or that due to their type and nature, cannot be returned without the risk of rapid deterioration or change.

Withdrawal form

If you wish to withdraw from the contract, please fill out this form and send it to EDELRID:
Postal address: EDELRID GmbH & Co. KG, Achener Weg 66, 88316 Isny, Deutschland
Email: customerservice@edelrid.de

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

Date ordered on (*)/ date received (*): _____

Name of the buyer: _____

Address of the buyer: _____

Signature of the buyer (only on paper format):

Date: _____

(*) Please delete as appropriate.