

## **Instructions on withdrawal**

### **Right of withdrawal**

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period will expire after fourteen 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 of withdrawal, you must inform us, Baqend GmbH, Stresemannstraße 23, 22769 Hamburg, Tel.: +49 40 60940539 , E-Mail: info@Baqend.com, of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

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

### **Effects of withdrawal**

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 fourteen days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such 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 such reimbursement.

We may withhold reimbursement until we have received the goods back or you have 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 withdrawal from this contract to us. The deadline is met if you send back the goods before the period of fourteen days has expired.

You will have to bear the direct costs 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.

(2) The right of withdrawal does not apply to contracts for delivery of audio or video recordings or computer software in sealed packaging if the seal was broken after delivery.

(3) The Supplier gives the following information about the model withdrawal form according to the legal provision:

**Model withdrawal form**

(Complete and return this form only if you wish to withdraw from the contract.)

**To Baqend GmbH, Stresemannstraße 23, 22769 Hamburg, Tel.: +49 40 60940539  
E-Mail: info@Baqend.com**

I hereby give notice that I withdraw from my contract of sale for the provision of the following service.

Ordered on: \_\_\_\_\_

Name of consumer: \_\_\_\_\_

Address of consumer: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_