

Right of withdrawal for customers

Consumers have the right of withdrawal according to the following conditions, whereby a consumer is every natural person who concludes a legal transaction which is not mainly attributed to commercial or independent professional activities.

Right of withdrawal:

You have the right of cancelling the contract within one month without giving any reasons. The time limit starts the day

- you or a third party named by you, who is not the carrier, take/s possession of the goods, if you ordered goods within a common order and the goods are standardized delivered;
- you or a third party named by you, who is not the carrier, take/s possession of the last good you ordered within a common order and the goods are delivered separately;
- you or a third party named by you, who is not the carrier, take/s possession of the last part of goods you ordered within a common order and the last good is delivered in separate parcels.

You must inform us about your decision of cancelling the contract with us with an explicit explanation (e.g. with a letter to be sent through the post, via telefax or E-Mail) to

Connox GmbH, Aegidientorplatz 2a, 30159 Hanover, Germany, telephone number: +49 (0) 511 300341-170, telefax number: (0511) 300341-999, E-Mail: support@connox.com

in order to exercise this right. You can therefore use this [model withdrawal form](#), but please note that this one isn't prescribed.

To maintain the withdrawal time limit you must only send us the message about the exercise of the withdrawal right before the time limit runs out.

Consequences of a withdrawal

If you cancel a contract, we are obliged to refund all the payments we received from you immediately, including delivery costs (except for the additional costs that result from your choice of a different kind of delivery than the one we offered, which was the most favourable standard delivery), within a maximum of fourteen days starting the day we received your explanation about the withdrawal of the contract. We use the same payment method you used for the original transaction to refund the paid amounts, unless we explicitly arranged a different payment method with you; you won't be charged with any additional costs for this refund.

We are in the right of denying the refund until the goods you sent back arrive in our stock or until you proved that you sent the goods back, according to what occurs sooner.

You are obliged to send or give the goods back to us until a maximum of fourteen days after the day you informed us about the cancellation of the contract. The time limit is maintained if you send the goods back before the period of fourteen days ends. You will be responsible of the costs of returning parcel-sized goods.

You will also be responsible for the immediate costs of returning non-parcel-sized goods. Those costs are estimated to be about 75.00 EUR inside of Germany and about 150.00 EUR inside of the rest of Europe.

You must only pay the loss in value of the goods if it resulted from the handling other than it was necessary to ascertain the construction, quality and function of the goods by you.

End of the right to cancel

The right to cancel does not apply to contracts for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.

Please note that the customer has no right to withdraw from the contract in case of deliveries outside of the European Union, excluding Switzerland!

Please read for this also the point "3. Right to cancel" our [General business conditions](#).

General advices

Revocations

For the revocation you can simply download an electronic parcel mark in your customer area. Furthermore fill the added revocations-document and included in your revocation-parcel.

Please note that the parcel mark is not valid for bulky forwarding articles. Articles, which are delivered by such forwarding for huge items are also sent back, by such a company. The forwarding company will contact you by phone for revocation reasons and make up a specific date. Please do also contact our customer service if you have a transport date for the shipping.

We can also send you the parcel mark via Email or Post on demand. Simply give your parcel to the post with the printed parcel mark.

Please note the following points:

- Please do not send the goods back unfree!
- Please always add the revocation-document or a copy of the invoice, if necessary with mentions to your sending.
- Make sure that the goods are sent back unused and if possible with the original package.

A non-compliance of the points above doesn't restrict your revocation right.

How do I receive an electronic parcel mark?

In your customer area in the Connox Living Design shop you have the possibility of downloading and printing the according parcel mark to every one of your parcels. Log in with your customer-information on our homepage (www.connox.com) into the customer-area.

Now click on the "Invoices" button on the left side. Here are all your current invoices. Now it is possible for you to view the single invoices and to open the according parcel marks as PDF data. The parcel marks are on the right side beside the invoices under the "Revocation marcs" point. If you want to send your parcel back to us, open the according parcel mark, print it and paste it on the parcel. Now simply give it to your post office.

We can also send your electronic parcel mark via post or E-Mail to you on demand.