

Right of withdrawal for consumers

Consumers have a right of withdrawal in accordance with the following criteria, where a consumer is defined as any natural person who enters into a legal transaction for a purpose which can in the main be assigned to neither its commercial nor its freelance professional activities:

Instructions on withdrawal

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without specifying any reasons. The withdrawal period is fourteen days from the date of conclusion of the contract. To exercise your right of withdrawal, you must inform us (STARSHAUS, René Süß, Vierenstr. 8 + Markt 12, 09484 Kurort Oberwiesenthal, Phone: +49 (0) 37348 235799, E-mail: info@starthaus-oberwiesenthal.de) by means of an unequivocal statement to that effect (e.g. by mail, fax or e-mail) of your intention to withdraw from this contract. You may use the attached model withdrawal form, but this is not compulsory. In order to comply with the withdrawal period, it is sufficient for you to send us notice that you are exercising your right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we will refund all payments received from you, including shipment costs (except for additional costs arising if you chose a method of shipping different from the most cost-efficient standard shipping option offered by us), without undue delay and at the latest within fourteen days from the day on which we received the notice of withdrawal from this contract. The repayment will, unless otherwise explicitly agreed with you, be made using the same payment method as used for the original transaction; under no circumstances will you be charged fees for this repayment.

If you have asked for the services to begin during the withdrawal period, you will be required to pay us an appropriate amount for any services already provided that corresponds to the proportion of the total service provided for in the agreement that has already been performed by the date on which you inform us that you are exercising your right of withdrawal with respect to this agreement.

Exclusion or premature lapse of the right of withdrawal

The right of withdrawal does not apply to consumers who are not nationals of any Member State of the European Union at the time of the conclusion of the contract and whose sole residence and delivery address are outside the European Union at the time of the conclusion of the contract.

Model withdrawal form

If you want to withdraw from the contract, please fill out this form and send it back to us at:

STARTHAUS, René Süß, Vierenstr. 8 + Markt 12, 09484 Kurort Oberwiesenthal, E-mail: info@starthaus-oberwiesenthal.de

I/we* hereby withdraw from the contract concluded with me/us* for the following services:

Ordered on* / Received on*:

Name(s) of the consumer(s)*:

Address of the consumer(s)*:

Date:

Signature(s) of the consumer(s)*:

* Delete as appropriate