

PROMEX

Promex GmbH Macairestraße 13 D-78467 Konstanz
Tel.: 07531 - 128888-0 Fax: 07531 - 128888-99 E-Mail: info@promex.de http:// www.promex.de

Cancellation policy

Right to cancellation

You have the right to cancel this order without having to specify a reason within 14 days.

This 14-day period shall begin when you (or a third party designated by you who is not the forwarding agent) take possession of the items. If you have ordered several items in one order and these are being delivered separately, this 14-day period shall begin when you (or a third party designated by you who is not the forwarding agent) take possession of the last item. If you have ordered an item that is being delivered in several partial deliveries or parts, this 14-day period shall begin when you (or a third party designated by you who is not the forwarding agent) take possession of the last partial delivery or last part.

To exercise your right to cancellation, you must notify us (Promex GmbH, Macairestraße 13, 78467 Konstanz, Germany, Tel.: +49 (0)7531 128888-0, Fax: +49 (0)7531 128888-99, Email: info@promex.de) clearly stating your decision to cancel the order (i.e. by post, fax or email). To cancel your order, you may, but are not obliged to, use the sample cancellation form attached.

The cancellation period is deemed to be met if you send the cancellation notice before the cancellation period expires.

You may not cancel orders of items that are not prefabricated and have been individually selected or determined by the customer for production, or of items that have been clearly customized to meet customer requirements.

Consequences of canceling the order

Should you cancel your order, we shall refund any payments we have received from you, including delivery costs (excluding any additional costs incurred from you selecting a delivery method other than our standard, cheapest option), without delay and at the latest within 14 days of receiving your order cancellation. Unless otherwise agreed, we shall refund payments using the same payment method that was used to complete the original transaction. You shall not be charged any fees for this refund. We may wait until we have received the returned items or you have provided proof of return (whichever comes first) before refunding your payment.

You must return or hand over the items without delay, at the latest within 14 days of informing us of your decision to cancel the order. The deadline is deemed to be met if you send back the items within this 14-day period. You shall pay the direct cost of returning the items. You shall only be held liable for any loss of

PROMEX

Promex GmbH Macairestraße 13 D-78467 Konstanz
Tel.: 07531 - 128888-0 Fax: 07531 - 128888-99 E-Mail: info@promex.de [http:// www.promex.de](http://www.promex.de)

value to the items if this was caused as a result of handling the items in a way that extends beyond inspecting the quality, properties and function of the goods.

End of Cancellation policy

PROMEX

Promex GmbH Macairestraße 13 D-78467 Konstanz
Tel.: 07531 - 128888-0 Fax: 07531 - 128888-99 E-Mail: info@promex.de [http:// www.promex.de](http://www.promex.de)

Sample cancellation form

(If you wish to cancel your order, please fill in this form and send it back to us)

- To

Promex GmbH
Macairestr. 13
78467 Konstanz

Fax: +49 (0)7531 128888-99

E-Mail: info@promex.de

- I/we (*) hereby cancel my/our (*) order for the following items/for the following services (*)

- Ordered on (*)/received on (*)

- Name of customer(s)

- Address of customer(s)

- Signature of customer(s) (only required if you notify us by letter)

- Date

(*) Please delete as appropriate.