



Statutory right of withdrawal:

Your rights of withdrawal

If the customer is a consumer (as per § 13 of the German Commercial Code), he/she shall be entitled to withdraw from this Contract within fourteen (14) days without giving any reason for doing so. The deadline for withdrawal shall be fourteen (14) days from the date on which the customer or a third party appointed by the customer, who is not the carrier, takes possession of the goods delivered.

In order to exercise the statutory right of withdrawal, the customer must notify us (Ganzheitliches Institut für Gesundheit und Ästhetik (GIGA) UG (haftungsbeschränkt) Jahnstr. 35, D 92637 Weiden, fax +49 961 74 48 37 58, order@skinchakra.eu) of his/her decision to withdraw from this Contract in a clear declaration (e.g. by sending a letter by mail, fax or email). The customer may use the withdrawal form template attached for this purpose.

The withdrawal deadline shall be deemed to be met if the customer sends the communication concerning the exercise of the right of withdrawal before the expiry of the deadline, although this is not mandatory.

Consequences of withdrawal

If the customer withdraws from this Contract, we must reimburse any payments we have received from the customer, including delivery costs (excluding any additional costs incurred if the customer has selected a different type of delivery to the standard delivery option offered by us) without delay, but no later than fourteen (14) days after the day on which we receive the notice of the customer's withdrawal from this Contract. We will use the same payment method the customer used for the original transaction in order to provide the reimbursement, unless otherwise expressly agreed; under no circumstances will the customer be charged a fee for this refund. We may withhold the reimbursement until we have received the returned goods or until the customer has provided proof that he/she has returned the goods, whichever is earlier.

The customer must return or hand over the goods to us without delay and no later than fourteen (14) days from the date on which he/she notifies us of withdrawal from this Contract. The deadline is deemed to be met if the customer sends the goods before the expiry of the fourteen-day deadline.

The customer shall only be liable for any diminished value of the goods if this loss in value is attributable to any use or handling of the goods which is not deemed necessary in order to verify the condition, features and functioning of the goods.

Exclusions from the statutory right of withdrawal

The statutory right of withdrawal shall not apply in the following cases:

Delivery of goods which are not prefabricated and have been manufactured on the basis of a



personal choice or according to customer specifications, or of goods which have clearly been tailored to the customer's personal requirements.

Delivery of sealed goods which are not suitable to be returned for reasons relating to health protection or hygiene if their seal has been removed after delivery.



Withdrawal

(For withdrawal from the contract, please fill the attached form and send it back to us per post, fax or email)

To Ganzheitliches Institut für Gesundheit und Ästhetik (GIGA) UG (haftungsbeschränkt) Jahnstr. 35, D 92637 Weiden, fax +49 961 74 48 37 58, order [@skinchakra.eu](mailto:order@skinchakra.eu)

I/We (*) hereby cancel the sales contract of the following goods:

Order date (*)/receipt date (*) _____

Surname, name: _____

Address: _____

postal code, city: _____

Signature

Date
