

Consumer's right to cancel

Important note: Issuing a return debit note or a chargeback is not a valid cancellation in any case and is connected with additional costs, which will be billed to you and must be paid by yourself.

Right of withdrawal

Notice of right of withdrawal for supply of goods

Consumers are entitled to the following right of withdrawal when acting as buyer:

You have the right to withdraw from this contract within 14 days without stating any reasons. The withdrawal period amounts to 14 days from the date on which you, or a third party you have nominated. The revocation period shall be fourteen days from the day on which you or a third party designated by you, who is not the carrier, took possession of the goods. In the case of a contract for several goods that you ordered as part of a single order and which are delivered separately, the period shall begin on the day on which you or a third party designated by you, who is not the carrier, took possession of the final goods.

In order to exercise your right of withdrawal, you must inform us (*Digistore24 GmbH, St.-Godehard-Straße 32, 31139 Hildesheim, Germany, fax: +49 (5121) 9289223, email: support@digistore24.com, phone number: +49 (5121) 9288860*) of your decision to withdraw from this contract by means of a clear declaration (e.g. in a letter sent by mail, fax or email). YOU can use the attached sample revocation form for this purpose, although it is not mandatory. To comply with the revocation period, it is sufficient for YOU to send the communication concerning your exercise of the right of revocation before the revocation period expires.

Consequences of withdrawal

If you withdraw from this contract, we must reimburse all payments which we have received from you, including delivery costs (except for additional costs resulting from choosing a type of delivery other than the most favorable standard delivery offered by us), without delay and no later than fourteen days from the date of receipt of your notice of withdrawal from this contract. For this repayment, we shall use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case shall you be charged for this repayment.

We may refuse to refund you until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you inform us of the revocation of this contract. The deadline is met if you send back the goods before the period of fourteen days has expired. You shall bear the direct costs of returning the goods.

You shall only have to pay for any loss in value of the goods if this loss in value is attributable to handling of the goods that is not necessary for testing the quality, characteristics, and functionality of the goods.

Note:

There is no right of withdrawal (i) in the case of distance contracts for the supply of goods that are not prefabricated and for which individual selection or specification by the consumer is decisive for their production or that are clearly tailored to the personal needs of the consumer, (ii) for the supply of magazines, newspapers, or journals with the exception of subscription contracts, (iii) for distance contracts for the supply of sealed goods which are not suitable for return owing to health protection or hygiene reasons and were unsealed after delivery, (iv) for distance contracts for the supply of goods which, according to their nature, were inseparably mixed with other goods after delivery, (v) for distance contracts for the supply of audio or video recordings or computer software in sealed packaging which were unsealed after delivery.

Notice of right of withdrawal for supply of digital contents

Consumers are entitled to the following right of withdrawal when acting as buyer:

You have the right to withdraw from this contract within 14 days without stating any reasons. The revocation period shall be fourteen days from the date of conclusion of the contract. In order to exercise your right of withdrawal, you must inform us (*Digistore24 GmbH, St.-Godehard-Straße 32, 31139 Hildesheim, Germany, fax: +49 (5121) 9289223, email: support@digistore24.com, phone number: +49 (5121) 9288860*) of your decision to withdraw from this contract by means of a clear declaration (e.g. in a letter sent by mail, fax or email). YOU can use the attached sample revocation form for this purpose, although it is not mandatory. To comply with the revocation period, it is sufficient for YOU to send the communication concerning your exercise of the right of revocation before the revocation period expires.

Consequences of withdrawal

If you withdraw from this contract, we must reimburse all payments which we have received from you, including delivery costs (except for additional costs resulting from choosing a type of delivery other than the most favorable standard delivery offered by us), without delay and no later than fourteen days from the date of receipt of your notice of withdrawal from this contract.

For this refund, we will use the same means of payment which you used for the original transaction unless otherwise expressly agreed with you; we will not charge you any fees for this refund in any case.

Notice of right of withdrawal for the provision of services

Consumers are entitled to the following right of withdrawal when acting as buyer:

You have the right to withdraw from this contract within 14 days without stating any reasons. The revocation period shall be fourteen days from the date of conclusion of the contract. In order to exercise your right of withdrawal, you must inform us (*Digistore24 GmbH, St.-Godehard-Straße 32, 31139 Hildesheim, Germany, fax: +49 (5121) 9289223, email: support@digistore24.com, phone number: +49 (5121) 9288860*) of your decision to withdraw from this contract by means of a clear declaration (e.g. in a letter sent by mail, fax or email). YOU can use the attached sample revocation form for this purpose, although it is not mandatory. To comply with the revocation period, it is sufficient for YOU to send the communication concerning your exercise of the right of revocation before the revocation period expires.

Consequences of withdrawal

If you withdraw from this contract, we must reimburse all payments which we have received from you, including delivery costs (except for additional costs resulting from choosing a type of delivery other than the most favorable standard delivery offered by us), without delay and no later than fourteen days from the date of receipt of your notice of withdrawal from this contract. For this repayment, we shall use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case shall you be charged for this repayment.

If you requested that the services should commence during the revocation period, you shall pay us a reasonable amount corresponding to the proportion of the services already provided up to the point in time at which you notify us of the exercise of the right of revocation with respect to this contract relative to the total scope of the services envisaged in the contract.

Notice of right of withdrawal for contracts providing for partial or installment payments

Buyers who are consumers and have concluded installment payment agreements with us are entitled to the following right of withdrawal:

Right of withdrawal

You can withdraw from your contract within 14 days without stating any reasons. The period shall begin after conclusion of the contract, but only after you have received all mandatory information according to Section 492 (2) of the German Civil Code (BGB) (e. g. information about the type of loan, information about the net loan amount, information about the contract term). You shall be deemed to have received all mandatory information if it is contained in the copy of the application or the copy of the contract document intended for you, or in a copy of your application or the contract document intended for you, and such documentation has been provided to you. You may subsequently be informed about mandatory information that has not been included in the contract text on a durable medium; in this case, the revocation period shall be one month. You must be reminded again of the start of the revocation period upon receiving the subsequently included mandatory information. To comply with the revocation period, it is sufficient to send the revocation in due time if the notice is made on a durable medium (e. g. letter, fax, email). Notice of withdrawal must be sent to us (*Digistore24 GmbH, St.-Godehard-Straße 32, 31139 Hildesheim, Germany, fax: +49 (5121) 9289223, email: support@digistore24.com, phone number: +49 (5121) 9288860*).

Special considerations in the case of other contracts If you are entitled to a right of withdrawal with respect to the purchase of goods, the delivery of digital content or the provision of services, you shall no longer be bound by this loan agreement once you have effectively canceled the specified transaction.

Consequences of withdrawal

If you withdraw from this contract, we must reimburse all payments which we have received from you, including delivery costs (except for additional costs resulting from choosing a type of delivery other than the most favorable standard delivery offered by us), without delay and no later than fourteen days from the date of receipt of your notice of withdrawal from this contract. For this repayment, we shall use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case shall you be charged for this repayment.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you inform us of the revocation of this contract. The deadline is met if you send back the goods before the period of fourteen days has expired.

You shall bear the direct costs of returning the goods.

You shall only have to pay for any loss in value of the goods if this loss in value is attributable to handling of the goods that is not necessary for testing the quality, characteristics, and functionality of the goods.

If you requested that the services should commence during the revocation period, you shall

pay us a reasonable amount corresponding to the proportion of the services already provided up to the point in time at which you notify us of the exercise of the right of revocation with respect to this contract relative to the total scope of the services envisaged in the contract.

You shall be obliged to pay compensation for the value of the digital content delivered up to the time of revocation if you expressly agreed that delivery of the digital content would begin before the end of the revocation period.

End of the notice of the right of withdrawal

Non-existence of a right of withdrawal

The rights of withdrawal mentioned in this policy are exclusively available to consumers. However, a possible right of revocation shall not arise for consumers in accordance with Section 312 (2) of the German Civil Code (BGB) even if one of the following types of contract exists: Contracts for the supply of goods that are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer.

1. Contracts for the supply of goods that can spoil quickly or whose expiration date would be quickly exceeded.
2. Contracts for the supply of sealed goods which, due to health protection or hygiene reasons, are not suitable for return if their seal has been removed after delivery.
3. Contracts for the delivery of goods if they have been inseparably mixed with other goods due to their nature after delivery.
4. Contracts for the supply of alcoholic beverages, the price of which was agreed upon at the time of contract conclusion, but which can be delivered no earlier than 30 days after contract conclusion and whose current value depends on fluctuations in the market over which the entrepreneur has no control.
5. Contracts for the delivery of sound or video recordings or computer software in a sealed package, if the seal has been removed after delivery.
6. Contracts for the supply of newspapers, journals or magazines, excluding subscription contracts.
7. Contracts for the supply of goods or the provision of services, including financial services, the price of which depends on fluctuations in the financial market over which the entrepreneur has no control and which may occur within the revocation period,

particularly services related to shares, units in open-ended investment funds within the meaning of Section 1 (4) of the Capital Investment Code, and other tradable securities, foreign exchange, derivatives, or money market instruments.

8. Contracts for the provision of non-residential lodging services, transportation of goods, motor vehicle rental, food and beverage delivery, and other services related to recreational activities, if the contract provides for a specific date or period for the provision.
9. Contracts concluded under a form of marketing where the entrepreneur offers goods or services to consumers who are physically present or given the opportunity to be present, specifically in a transparent process based on competing bids conducted by the auctioneer, where the winning bidder is obliged to acquire the goods or services (public auction).
10. Contracts where the consumer has expressly requested the entrepreneur to visit them in order to carry out urgent repair or maintenance work; this shall not apply to additional services provided during the visit that the consumer has not expressly requested, or to goods delivered during the visit that are not necessarily required as spare parts for maintenance or repair.
11. Contracts for the provision of betting and lottery services, unless the consumer made their contractual declaration by telephone or the contract was concluded outside business premises.
12. Notarized contracts; this applies to distance contracts for financial services only if the notary confirms that the consumer's rights under Section 312d (2) of the German Civil Code (BGB) have been protected.

Sample withdrawal form

(If you wish to withdraw from this contract, please complete and submit this form.)

-To *Digistore24 GmbH* (*Digistore24 GmbH, St.-Godehard-Straße 32, 31139 Hildesheim, Germany*, fax: +49 (5121) 9289223, email: support@digistore24.com, phone number: +49 (5121) 9288860)

-I/We () hereby withdraw from the contract concluded by me/us () for the purchase of the following goods (+)/the rendering of the following services (*)

-Ordered on ()/Received on ()

–Name of the consumer:

–Address of the consumer:

–Signature of the consumer (only if notice of withdrawal on paper) Date

–(*) Delete as appropriate.