

Consumer's Ability to Cancel

Notice of mechanism to cancel subscription or return goods

Consumers (hereinafter also referred to as “**you**”, “**your**”) are entitled to cancel a subscription or return a product within the cancellation period outlined in the Order Form and/ or where the purchase agreement between the Consumer and **Digistore24** allows it and/ or where it is permissible by law. You, as a **Digistore24** consumer, automatically enjoy a 60 day money back guarantee and so it is no problem if you wish to cancel your subscription or order during this period by following a couple of simple steps. The easiest and most efficient way to do this is by emailing us at: helpdesk@digistore24.com with a clear declaration of your decision to cancel this contract by means of a clear declaration and clearly outline your reasons for requesting so. You may use the below sample return/ cancellation form for this purpose, although it is not mandatory.

You may also cancel your subscription at any time as well as your physical or digital order (only where permissible under the agreement or by law) by using the aforementioned customer service email address or by accessing our website <https://www.digistore24.com/>.

- Click on the **Cancel My Order** button located at the top right side of the page
- Enter your order number, corresponding email address or the last four digits of your credit card

Please note that a refund for goods purchased will only be permitted and returned where the purchase agreement permits it, and/or within the money back guarantee period, and/or permissible by law.

Once submitted either by way of email/ fax or through the Cancel My Order button, **Digistore24** will review the grounds in which you wish to cancel your contract and will accede

to the request only if it is bound to do so in line with the contractual arrangement or by law.

Digistore24 shall not guarantee that the consumer will receive any remuneration in return for products, services or subscriptions which are returned or cancelled after the 60 day money back guarantee period if they are not legally obliged to do so. Furthermore, **Digistore24** may refuse to refund you until such time as the goods have been returned to us or verified receipt of the return of the goods is received, whichever is sooner.

Digistore24 recommends that you read the terms and conditions of the contract between you and **Digistore24** to ensure that you are fully aware of your rights prior to completing the order.

You must return or hand over the goods to us immediately and in any case no later than **fourteen (14) days** from the day on which you inform us of the cancellation of this contract. The deadline is met if you send back the goods before the period of **fourteen (14) 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 refund (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.

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 period before cancellation in line with the agreed contract, 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 cancellation 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 cancellation if you expressly agreed that delivery of the digital content would begin before the end of the cancellation period.

Sample cancellation form

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

-To Digistore24 Inc. (Digistore24 Inc., 360 Central Avenue, Suite 800, St. Petersburg, FL 33701, United States, fax: -, email: helpdesk@digistore24.com)

-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.