



## **Cancellation policy**

Consumers have a right of cancellation for distance contracts (“*Fernabsatzverträge*”) with the exception of contracts about financial services (“*Verträge über Finanzdienstleistungen*”) in accordance with the statutory provisions. A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession.

In all other respects, the provisions set out in detail in the following apply to the right of cancellation

### **Cancellation policy**

#### **Right of cancellation**

As a consumer, you have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, took or has taken possession of the last goods.

To exercise your right of cancellation, you must contact us by email at:  
info@gmund.com

or via postal address:

Büttenpapierfabrik Gmund GmbH & Co KG  
Mangfallstraße 5, 83703 Gmund am Tegernsee, Germany

by means of a clear statement about your decision to cancel this contract. You can use the sample cancellation form attached here, but this is not mandatory. To meet the cancellation deadline, it is sufficient for you to send your communication about your exercise of the right of cancellation before the cancellation period has expired.

#### **Consequences of cancellation**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees 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 the earliest.

You must return or hand over the goods to us immediately and in any case within fourteen days at the latest from the day on which you inform us about the cancellation of this contract. The deadline is met if you dispatch the goods before the period of fourteen days has expired. You shall bear the direct costs of returning the goods.



You must pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary to check their condition, properties and functionality.

### **Exception to the right of cancellation**

The right of cancellation does not apply to the following contracts:

1. about the delivery of goods which are not prefabricated and for the production of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer;
2. about the delivery of goods that can spoil quickly or whose expiry date would be quickly exceeded;
3. about the delivery of sealed goods which are not suitable for return for reasons of health protection or hygiene and whose seal has been removed after delivery and
4. for the delivery of alcoholic beverages, the price of which was agreed when the purchase contract was concluded, but the delivery of which can only take place after 30 days and the current value of which depends on fluctuations in the market over which the company has no influence.

### **End of the cancellation policy**

Status September 2024



## **Sample cancellation form**

*(If you wish to cancel the contract, please complete and return this form).*

To:

Büttenpapierfabrik Gmund GmbH & Co KG  
Mangfallstraße 5, 83703 Gmund am Tegernsee, Germany

Or by e-mail to:

info@gmund.com

I/we (\*) hereby cancel the contract concluded by me/us (\*) about the Purchaser of the following goods:

Ordered on (\*) / received on (\*)

Name of the consumer(s)

Address of the consumer(s)

Signature of the consumer(s) (only for notification on paper)

date

(\*) Delete as appropriate