

## RIGHT TO WITHDRAW FROM THE PURCHASE AGREEMENT

I hereby request to withdraw from the purchase agreement for the purchase of the following goods (specify item number, color, size and quantity of ordered goods):

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Order Number (you can find on the invoice, delivery note, returnees, email where we confirmed your order):

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order Date:

Delivery date:

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Name:

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Customer signature:

Date of submission of request:

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Please scan or take photo of this document and send an email to [service@ivko.com](mailto:service@ivko.com)

You can fill this document online at the link [rs.ivko.com/en/cancellation-form/](https://rs.ivko.com/en/cancellation-form/)

You can send the document by post to: Ivko Retail GmbH, Nederlinger Str. 4, 80638 Muenchen, Germany

For all additional information please contact our customer service.

Customer service can be contacted by:

[service@ivko.com](mailto:service@ivko.com)

t: Germany +49 (89) 998252810

(International landline rates, prices may vary)

Customer service hours:

Mon - Fri

09:00 - 17:00

## **RIGHT TO WITHDRAW FROM THE PURCHASE AGREEMENT**

The Client has the legal right to withdraw from the Purchase Agreement, without stating the reason within 14 days from the moment when the Client or the Client's authorized representative came into possession of the product. The courier service is not considered to be the representative of the Client. To terminate the Purchase Agreement, the Client is obliged to send to the Company a Request to Withdraw from the Purchase Agreement, within 14 days from the receipt of the goods.

The request can be sent by post to:

Ivko Retail GmbH  
Nederlinger Str. 4  
80638 Muenchen  
Germany

or e-mail: [service@ivko.com](mailto:service@ivko.com)

After the Company has received a Request to Withdraw from the Purchase Agreement, the Company will immediately, and not later than 14 days upon receipt of the request, reimburse the Client for all funds, including the transportation costs charged (unless the transportation costs, due to the Client's specific request, exceed the value of the most advantageous mode of transport offered by the Company).

To refund, the Company will use the same payment method chosen by the Client when ordering the product.

All refund costs will be borne by the Company and the Client will be fully refunded.

The Company reserves the right not to refund until the goods are returned by the Client or a valid acknowledgment that the Client has sent the goods to the Company in due time, whichever of the two is the earlier. The Client undertakes immediately or not later than 14 days after the Request to Withdraw from the Purchase Agreement, to send or personally deliver the products to the Company's address:

Ivko Retail GmbH at 2Run Logistik GmbH  
Kammer 35  
4981, Reichersberg  
Austria

The Client does not bear any cost of returning the goods.

The Client is obliged to bear the costs of any impairment of the product due to improper handling of the goods.

The Client cannot exercise the Right to Withdraw from the Purchase Agreement if the product is manufactured according to the specific requirements of the Client.