

Instructions of revocation

Right of revocation

Consumers have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire:

1. in case of a service contract after 14 days from the day of the conclusion of the contract.
2. in case of a purchase contract after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.
3. in case of a contract for the purchase of several goods, which the consumer has ordered in one single order but are delivered separately after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.
4. in case of a contract for the delivery of a good in different lots or pieces after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last lot or piece.
5. in case of a contract for the periodical delivery of goods over a defined period of time after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the first good.

To exercise the right of revocation, you must inform us (Flammentopf e.U., Dr. Theodor Körner Gasse 4, 2201 Gerasdorf bei Wien, phone: +43 (0)664 4927733, fax: +43 (0)1 2533033-1180, email: info@flammentopf.at) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or email). You may use the attached model revocation form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of revocation before the withdrawal period has expired.

Consequences of revocation

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. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods. In case of items that cannot be sent by parcel the cost of return is estimated at a maximum of approximately 150 EUR. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

In the event that the customer is a trader, then revocation is entirely precluded.

Model revocation form

Complete and return this form only if you wish to withdraw from the contract.

- To
Flammentopf e.U.
Dr. Theodor Körner Gasse 4
2201 Gerasdorf bei Wien
Austria
Fax: +43 (0)1 2533033-1180
Email: info@flammentopf.at
- I/We *) hereby give notice that I/we *) withdraw from my/our *) contract of sale of the following goods/
for the provision of the following service *):
- Order number:
- Ordered on:
- Received on:
- Name of consumer(s):
- Address of consumer(s):
- Date:
- Signature of consumer(s):

*) Delete as appropriate

Notes to help with the smooth reshipment of goods:

If possible, please return the items to us in full and in the original packaging. Please use the return label supplied (please enter the reason for returning) with the return package. Use of the return label and the original packaging is not mandatory, that is, it will not harm your legal rights as a consumer, but simplifies and guarantees processing for us.

The consumer does not have a right of withdrawal from contracts regarding

1. services, if the entrepreneur - based on the express demand of the consumer as well as a confirmation of the consumer on his or her knowledge about the loss of the right of withdrawal upon complete contractual performance - has started with the service before the expiration of the period of withdrawal and the service has then been completely accomplished,
2. goods or services whose prices depend on the fluctuation on the financial market, on which the entrepreneur does not have any bearing and which may occur within the period of withdrawal,
3. goods which were custom-made or obviously customised for the personal needs of the customer,
4. goods which were inseparably mixed with other goods due to their property after delivery,
5. services which were performed in connection with recreational activities, provided that a certain point or period of time is articulated for the contractual performance by the entrepreneur,
6. urgent repair- or maintenance work, where the consumer has explicitly requested a visit of the entrepreneur for the execution of this work. If the entrepreneur performs additional services in the course of his visit, which have not been explicitly requested by the consumer, or if he delivers goods which are not absolutely necessary spare parts for the maintenance or repair work, the consumer has the right of withdrawal concerning these additional services or goods.