

# Withdrawal (withdrawal information) instructions & withdrawal (revocation) form for the purchase of goods

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Consumers have a right of withdrawal to the following extent, whereby consumer is any natural person who concludes a legal transaction for purposes which can predominantly neither be attributed to his commercial nor his independent professional activity.

## Withdrawal instruction

### 1 Right of withdrawal

1.1 You have the right to withdraw from this contract within fourteen days without giving reasons.

The withdrawal period is fourteen days from the day on which you or a third party appointed by you, who is not the carrier, took possession of the goods (or, in the case of partial deliveries, the final goods).

1.2 In order to exercise your right of withdrawal, you have to inform us,  
viRaTec GmbH  
Pfarrgasse 52 · 1040 Vienna · Austria  
T: +43 1 9923530  
E-mail: [office@viratec.at](mailto:office@viratec.at)

by means of an unambiguous declaration (e.g. a letter or e-mail sent by registered post) of your decision to withdraw from this contract. You can use the attached sample withdrawal form, but this is not mandatory.

1.3 In order to comply with the withdrawal period, it is sufficient that you send notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

### 2 Consequences of withdrawal

2.1 If you withdraw from this contract, we will refund all payments we have received from you, including delivery costs (except for the additional costs resulting from you choosing a different type of delivery than the cheapest standard delivery offered by us), immediately and at the latest within fourteen days from the day we receive notice of your withdrawal from this contract.

2.2 We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged any fees for this refund. We may refuse to refund until the goods have been returned to us or until you can prove that you have returned the goods, whichever is earlier.

2.3 You must return or hand over the goods to us immediately and in any case at the latest within fourteen days from the day on which you inform us of the cancellation of this contract. The deadline is met if you dispatch the goods before the expiry of the fourteen-day deadline.

You bear the direct costs of returning the goods.

2.4 You are only liable for any loss in value of the goods if such loss in value is due to handling of the goods which is not necessary for checking the nature, properties and functioning of the goods.

### 3 Exclusion or premature expiry of the right of withdrawal

The right of withdrawal does not apply to consumers who at the time of conclusion of the contract do not belong to any member state of the European Union and whose sole place of residence and delivery address at the time of conclusion of the contract are outside the European Union, unless the law of the state in which the consumer has his habitual residence provides for a right of withdrawal.

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# Withdrawal (withdrawal information) instructions & withdrawal (revocation) form for the purchase of goods

## 4 Withdrawal form

If you wish to withdraw from the contract, please complete and return this form.

To

viRaTec GmbH  
Pfarrgasse 52 · 1040 Vienna · Austria  
T: +43 1 9923530  
E-mail: office@viratec.at

### Withdrawal

I/we (\*) hereby cancel the contract concluded by me/us (\*) for the purchase of the following goods (\*) / the provision of the following service (\*)

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_  
Name of the consumer(s)

\_\_\_\_\_  
Address of the consumer(s)

\_\_\_\_\_  
Signature of the consumer(s) (only if communicated on paper)

\_\_\_\_\_  
Date

(\*) Delete as applicable