

## Information on Exercising the Consumer's Cancellation Right

As a consumer in the sense of the Governing Provisions to Protect (*Konsumentenschutzgesetz*) you have the right to cancel this contract within fourteen days without giving any reason.

The cancellation period is fourteen days from the date on which you or your named representative (carriers excepted) have taken the goods into possession.

To exercise your cancellation right, you must notify the trader (DDr. Karl-Georg Heinrich, 1010 Vienna, Landhausgasse 2) by means of a clear statement (consigned for example by post mail, fax or e-mail) of your decision to cancel. You may use the attached cancellation form template, although this is not mandatory.

In order to observe the cancellation period, it is sufficient for you to send the statement of your intent to cancel before the cancellation deadline.

### Consequences of Cancellation

If you cancel this contract, we shall reimburse to you all payments received from you, including delivery costs (with the exception of additional costs arising from your specifying a delivery type other than the standard economy delivery options offered by us), promptly, and at the latest within fourteen days from the date we receive your notice of cancellation from this contract. For this refund, we shall use the same method of payment that you used in the original transaction, unless we explicitly agreed otherwise with you; in any case you will not be charged any fees for such refund. We may withhold reimbursement until we have received the returned goods, or until you have provided a proof that you have returned the goods (whichever is earlier).

You shall return the goods promptly, and in any event not later than fourteen days from the date on which you notify us of your cancellation of this contract, to DDr. Karl-Georg Heinrich, 1010 Vienna, Landhausgasse 2. The deadline shall be met if you send the goods before the deadline of fourteen days.

### **You shall bear the direct cost of returning the goods.**

You shall only be required to pay for any diminished value of the goods if this loss is due to you handling them in a manner beyond which is necessary to ascertain the nature, characteristics, and functioning thereof.

### Exceptions from the Cancellation Right (Withdrawal Right)

The customer has no cancellation right (withdrawal right) for the supply of digital content not stored on a tangible medium, if the trader – with the express consent of the customer, coupled with the customer's acknowledgment of the loss of cancellation rights following early start of contractual performance and after provision of a copy or confirmation pursuant to § 7 (3) Long Distance Sales Act (*FAGG*) – has commenced delivery before the end of the otherwise existing cancellation period.

Pursuant to § 7 (3) Long Distance Sales Act (*FAGG*), the customer shall receive on a durable medium (e.g., e-mail) confirmation of the concluded contract, as well as the information specified in in § 4 (1) Long Distance Sales Act (*FAGG*), within a reasonable time after conclusion of the contract, in any case not later than commencement of contractual performance, as far as such information was not previously provided on a durable medium. The contract confirmation contains the confirmation of approval regarding immediate contractual performance and acknowledgment by the customer regarding the thereby forfeited cancellation right (withdrawal right).

## Cancelation Form Template for Consumers

To DDr. Karl-Georg Heinrich  
1010 Vienna, Landhausgasse 2  
Austria

Hereby I/we\* revoke the concluded contract for the purchase of the following products:

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Ordered on\* / received on\*: \_\_\_\_\_

Name of the consumer: \_\_\_\_\_

Address of the consumer: \_\_\_\_\_

Signature of the consumer (only necessary in case of notification on paper):

Date: \_\_\_\_\_

\* Please delete where inapplicable.