

Instruction on the right of withdrawal for consumers

(Consumer is every physical person, who concludes a legal transaction for a purpose which cannot be attributed to its commercial or independent professional activities)

You are entitled to withdraw from the contract within 14 days without citing reasons.

The withdrawal period is 14 days starting from the day where you or a third party, other than the carrier and indicated by the consumer, has acquired the material possession of the goods.

To exercise your right of withdrawal you have to inform us by means of a clear statement of your decision to withdraw from the contract. The declaration of withdrawal can be made by phone or send by e-mail, fax or letter to:

Replicata GbR
Verena Kohlbrenner / Florian Langenbeck
Mülhauser Str.8
79110 Freiburg
Fon +49/761/1518833
Fax +49/761/1518834
E-Mail info@replicata.de

You can also use the exemplary withdrawal form we enclosed with the order confirmation.

You may also fill out the form on our website www.replicata.de/service/muster-widerrufsformular and transmit it by mail. In this **case we** provide an acknowledgement of receipt by email without delay.

To observe the withdrawal period it shall be sufficient to send the communication concerning the exercise of the right of withdrawal before the end of that period.

Consequences of withdrawal from the contract:

If you withdraw from the contract, we have to reimburse all payments received from you including freight charges (with the exception of additional costs resulting from your decision to choose a type of delivery different from the favourable standard delivery offered through us), without any undue delay and no later than 14 days, from the day on which we receive the communication of withdrawal.

We will use the same means of payment for the reimbursement that you used for the initial transaction, unless we explicitly agreed otherwise; there will be no charges for the reimbursement.

We may withhold the reimbursement until we have received the goods back, or you have supplied evidence of having sent back the goods, whichever is the earliest.

You have to hand over or send back the goods immediately and in any case within 14 days from the day on which we receive the communication of withdrawal.

Return address:

Replicata GbR
Verena Kohlbrenner / Florian Langenbeck
Mülhauser Str. 8
79110 Freiburg

To observe the withdrawal period it is sufficient to return the goods before the end of that 14 day period. You bear the direct cost of returning the goods.

The returned goods must be unused and preferably in their original packaging.

You have to compensate for loss in value caused by utilisation of the goods.

You shall only be liable for any diminished value of the goods resulting from the handling other than what is necessary to ascertain the nature, features and functioning of the goods.

“To ascertain the nature, features and functioning of the goods” means handling of the goods as it would usually be made in a retail shop.

If you cannot return the goods via standard mail by reason of their nature, we are happy to assist you organising the return transportation.

The costs for potential return transportation are indicated on the order confirmation.

This right does not hold for goods that are not part of our standard product range as well as custom made products and single unit products that were made according to your special wishes and specifications.