

# GMUND



## Instructions on Withdrawal

### Right of Withdrawal

You may withdraw your declaration to enter into this contract within 14 days without stating any reasons. The withdrawal period shall be 14 days, beginning as of the day on which you or a third party designated by you and who is not the carrier, have or has taken possession of the goods. Where goods are ordered together but delivered separately, the withdrawal period shall be 14 days, as of the day, on which you or a third party designated by you and who is not the carrier, have or has taken possession of the last goods. In order to exercise your right of withdrawal, you must inform us,

Büttenpapierfabrik Gmund GmbH & Co. KG, Mangfallstraße 5, 83703 Gmund am Tegernsee, Telephone: +49 (80 22) 75 00-0, Telefax: +49 (80 22) 75 00-96, E-Mail: [info@gmund.com](mailto:info@gmund.com)

by way of an unambiguous declaration (e.g. a letter sent by mail, a fax or an e-mail) of your decision to withdraw from this contract. In order to do so, you may use the attached model withdrawal form, which, however, is not mandatory. You may also fill out electronically the model withdrawal form or another unambiguous declaration and submit it on our website ([www.gmund.com](http://www.gmund.com)). Where you opt for this possibility, we will submit to you without delay (e.g. per e-mail) an acknowledgement of receipt of such withdrawal. In order to observe the withdrawal period, it is sufficient that you send the notice on the exercise of the right of withdrawal before expiration of the withdrawal period.

### Consequences of Withdrawal

Upon effective withdrawal, we shall be under an obligation to refund to you without delay and no later than within fourteen days as of the day on which we received the notice on the exercise of the right of withdrawal, all payments we received from you, including the costs of shipment (with the exception of additional costs resulting from you choosing any type of shipment other than the most favorable type of standard shipment we offered). When refunding we will use the same means of payment which you used effecting the initial transaction, except where we explicitly reached an agreement to the contrary with you; we will not charge any fees ever, for such refund. We may refuse any refund until we retrieved the goods or until you have furnished evidence that you sent back the goods, depending on which event occurs first. You shall, without delay and no later than within fourteen days as of the day on which you notify us of the withdrawal from this contract, send back or hand over the goods to us. This period shall be observed, if you dispatch the goods before the period of fourteen days expired. You shall bear the direct costs of returning the goods. You shall not be liable for any diminished value of the goods, except where such diminished value results from handling them in a way other than what is necessary to establish the nature, characteristics and functioning of the goods.

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## **Exclusion of the Right of Withdrawal**

The right to withdrawal shall be excluded for contracts for the supply of goods which are not pre-fabricated and the production of which is subject to the consumer's individual choice or specification or which is clearly tailored to the consumer's personal needs.