

Return address for shipments:
Robert Kunzmann GmbH & Co. KG
c/o Onlineshop Return
Lindigstraße 6
63801 Kleinostheim
Germany

Right of withdrawal

Right of cancellation

Conditions of cancellation

If the customer is an entrepreneur (§ 14 BGB), so he has no cancellation or return acc. § 312g BGB in conjunction §§ 355, 356 BGB. The right of withdrawal applies only to consumers in terms of § 13 BGB (any natural person who enters into a legal transaction for a purpose that can not be attributed neither commercial nor their independent vocational activity).

Right of cancellation

You are entitled to cancel this contract within fourteen days without specifying any reasons. The cancellation period on a consumer goods purchase shall be 14 days from the day on which you, or a third party nominated by you who is not the carrier,

- took possession of the goods or
- the final goods (in the case that you ordered several items in a single order which were delivered separately by us) or
- the last partial consignment or the last part (in the case that we agree with you the delivery of goods in several partial consignments or parts)

The time limit does not begin before you were informed by us by a permanent storage medium (e.g. by email) about the conditions, the time limits and the procedure for the exercise of the right of cancellation; irrespective of this, the right of cancellation expires at the latest 12 months and 14 days after the day corresponding to the beginning of the time limit according to the above-mentioned conditions.

To exercise your right of cancellation, you must inform us (**Robert Kunzmann GmbH & Co. KG, Auhofstraße 29, 63741 Aschaffenburg - Damm, telephone number +49 (0) 6021/ 44 77 94 444 available Mon - Fri 10.00 am – 04.00 pm, Fax: 06021/361-811604, Email: shop@kunzmann.de**) by means of a clear statement (e.g. a letter sent by post, fax or email etc) regarding your decision to cancel this contract. You may, but are not obliged to, use the enclosed [sample cancellation form](#) for this purpose.

The cancellation period shall be deemed complied with if you send the notification expressing your desire to exercise the right of cancellation before the expiry of the cancellation period.

Consequences of cancellation

If you cancel this contract, we shall refund all payments that we have received from you, including delivery costs (with the exception of the additional costs arising from the fact that you chose a type of delivery other than the reasonable standard delivery offered by us), immediately and no later than within 14 days of the date on which we received the notice of cancellation of this contract. For this refund, we shall use the same method of payment as used by you in the original transaction, unless otherwise expressly agreed with you; in no case shall we charge any fees for refunding the payment. We may refuse to refund the payment until we have received the returned goods or until you have submitted proof of returning the goods, whichever event occurs first.

You must send back or transfer the goods to us immediately and in all cases no later than 14 days from the date on which you notify us of the cancellation of this contract. The return period shall be deemed complied with if you send the goods before the expiry of the 14-day period.

You shall bear the direct costs of returning the goods. If the goods cannot be returned via post due to their nature, the costs shall be valued at a maximum of EUR 49.00 for deliveries within Germany, and at a maximum of EUR 149.00 for cross-border deliveries within Europe.

You only need to pay for any loss in value of the goods if this loss in value is due to any handling of the goods by you that was not necessary to examine the nature, properties and functionality of the goods.

Exclusion of right of cancellation

A right of cancellation under the above conditions, in accordance with § 312 BGB does not apply to distance contracts

» Contracts for the supply of goods, which are not prefabricated and whose manufacture is subject to an individual choice or destination by the consumer or which are clearly tailored to the personal needs of the consumer,

» Contracts for the supply of sound or video recordings or computer software in a sealed package if the seal has been removed after delivery,

» Contracts for the supply of sealed goods, which are not suitable for return on grounds of health or hygiene, if their seal has been removed after delivery.