

Right of withdrawal for customers

Consumers, or any natural person who concludes a legal transaction for purpose that cannot be primarily attributed to neither their commercial nor their self-employed activity, shall be entitled to the right of withdrawal in accordance with the following provisions.

Right of withdrawal:

You have the right to cancel this contract within one month without needing to specify a reason.

The revocation period starts 1 month from the day that

- you or a third party named by you, who is not the carrier, takes possession of the goods if you ordered item or goods as part of a single order and the goods were delivered together;
- you or a third party named by you, who is not the carrier, takes possession of the last item you ordered as part of a larger order and the goods were delivered separately;
- you or a third party named by you, who is not the carrier, takes possession of the last partial delivery or last piece of an item if you ordered goods that are delivered in multiple partial deliveries or in separate pieces.

You must inform us about your decision to withdraw from the contract with an explicit declaration (e.g. with a letter sent via the post, via telefax or E-Mail) to Connox GmbH, Aegidientorplatz 2a, 30159 Hanover, telephone number: +49 (0)5 11 30 03 41 – 170, E-Mail: support@connox.com in order to exercise this right.

You may use this [model withdrawal form](#), for this purpose. It is however not required.

To reserve your right of withdrawal, it is sufficient that you submit the notice of withdrawal before the expiration of the withdrawal deadline.

Consequences of a withdrawal

If you cancel a contract, we are obliged to refund all payments we received from you immediately, including delivery costs (except for the additional costs that result from your choice of a different kind of delivery than the most favourable standard delivery offered), within a maximum of fourteen days starting the day we received your declaration of withdrawal from the contract.

We use the same means of payment that was used in the original transaction for the refund, unless something else has been expressly agreed with you; in any case you will not be charged fees because of the refund. We may refuse the refund until we have received back the goods or until you have demonstrated that you have returned the goods, depending on which occurs first. You are to send or deliver the goods promptly and in any case no later than fourteen days from the date on which you inform us of the revocation of this agreement.

The time limit is met if the goods are sent back before the period of fourteen days expires. You will be responsible for the costs of returning parcel-sized goods.

You will also be responsible for the immediate costs of returning non-parcel-sized goods.

Those costs are estimated to be about 75.00 EUR inside of Germany and about 150.00 EUR inside of the rest of Europe.

You must only pay the loss in value of the goods if it resulted from handling other than was necessary for you to ascertain the construction, quality and function of the goods.

Please note that the customer has no right to withdraw from the contract in case of deliveries outside of the European Union.

"Right to cancel" of the [General Terms & Conditions](#).

General Information

Returns

For returns, you can simply download an electronic package label in the customer area. Additionally, fill in the included returns form and include it in the return shipment.

Please note that the shipping label is not valid for freight shipping articles. Articles that are delivered by freight forwarding are generally also picked by a freight forwarder in case of a return.

The freight forwarding company will contact you by telephone in advance to determine a specific pick-up date.

In this case, please contact our customer service by telephone or email.

Upon request, we can also send you the package label by email or mail.

With the printed package label, you can simply drop off the package at the post office.

Please note also the following points:

- Please don't return the goods via unpaid freight!
- Please always include in the return shipment the returns form or a copy of your invoice with a note where appropriate.
- Please take care that the goods are returned unused and if possible, still in the undamaged original packaging.

Failure to observe the above points does not limit your right of withdrawal!

How do I receive an electronic shipping label?

You can download and print the shipping labels for each of your orders from your customer area in the Connox shop. First, log in to the customer area on our webpage (www.connox.com). In the left column, you will find the sub-item "Invoices". Here, you will see all the invoices for your past orders.

From here you can view the individual invoices and download the appropriate shipping label as a PDF file.

The shipping label can be found on the right of the invoice under "Return Label". If you want to return your order to us, open the shipping label associated with the order, print it out and apply it on the outside of the package. Now, you can simply drop the package off at the post office.

Upon request, we can also send you the package label by email or post.