

Cancellation policy

Where the contract is concluded exclusively by use of telecommunications media, users have the following right to cancel:

They have the right to cancel the contract without providing reasons within fourteen days.

The cancellation period shall be fourteen days from the date on which you or a third party nominated by you other than the carrier has taken possession of the goods.

To exercise your right to cancel, you must inform us (Uli Ludwig, Loreleistr. 20, 65929 Frankfurt am Main, Germany, Fax: (+49) (0)69 36408418, Email: uludwig@uli-ludwig.de) of your decision to cancel the contract by means of a clear statement (e.g. by letter sent by post, fax or email). You can use the specimen cancellation form provided for this, but it is not mandatory to do so.

The deadline for cancellation is deemed met if the cancellation is notified prior to expiry of the cancellation period.

Consequences of cancellation

If you cancel the contract, we shall reimburse to you all payments that we have received from you, including delivery costs (with the exception of additional costs incurred as a result of your own choice of a different delivery type from the standard, low-priced delivery offered by us), the reimbursement being made without delay and, at the latest, within fourteen days of the date on which we receive your notification of cancellation of the contract. We will use the same means of payment to reimburse you that you used in your original transaction unless otherwise expressly agreed with you; we will never charge you a fee for this reimbursement. We can refuse to reimburse you until we have received returned goods or until you have provided proof that you have sent the goods back to us, whichever is the earliest.

You shall return or deliver the goods to us without delay, and, in any case, at the latest within fourteen days from the date that you inform us of the cancellation of this contract. This deadline is deemed met if you dispatch the goods before expiry of the fourteen day period. You shall bear any costs incurred by return of the goods. You shall only be liable for any diminished value of the goods if this results from your handling the goods over and above what is necessary to inspect their condition, features and functionality.

Template - Cancellation form

(If you want to cancel the contract, please complete this form and send it back to us):

An
Uli Ludwig Computer, Proprietor: Uli Ludwig
Loreleistr. 20
65929 Frankfurt am Main
Fax: (+49) 069 – 36408418
E-Mail: uludwig@uli-ludwig.de

I/we (*) hereby cancel my/our (*) contract for purchase of the following goods (*) / the following provision of services (*):

.....

.....
Ordered on (*) / received on (*)

.....
Name of consumer/s

.....
Address of consumer/s

.....

.....
Signature of consumer/s (only if submitted in paper copy)

.....
Date:

.....

(*) delete as applicable.