

## **Cancellation Policy for Consumers**

### **Right of Withdrawal / Right of Return For Private Customers (Consumers)**

A consumer is any natural person who concludes a legal transaction for purposes which, for the most part, can be attributed neither to his commercial nor his freelance vocational activity.

#### **Right of Withdrawal**

Such persons have the right to withdraw from this contract within fourteen days without stating any reason. The withdrawal deadline is fourteen days after the date on which you or a third party named by you, but not the freight forwarder, have/has taken possession of the goods.

In order to exercise your right of revocation, you must notify us

#### **GOSSEN Foto- und Lichtmesstechnik GmbH**

Lina-Ammon-Str. 22

D-90471 Nuremberg, Germany

Phone: +49 911 800621 0

Fax: +49 911 800621 29

e-mail: [info@gossen-photo.de](mailto:info@gossen-photo.de)

by means of an unequivocal explanation (for example a letter sent by mail, fax or e-mail) regarding your decision to withdraw from this contract.

You can use the attached cancellation form, although this is not mandatory. You can use the cancellation form or fill out another unequivocal statement on our web site ([www.gossen-photo.de](http://www.gossen-photo.de)) and submit it electronically. If you make use of this option, we will immediately send confirmation of receipt of your cancellation (e.g. by e-mail).

In order to comply with the cancellation deadline, it's sufficient to submit notification of your intent to exercise your right of withdrawal before the deadline expires.

#### **Consequences of Withdrawal**

If you withdraw from this contract, we are required to reimburse all the payments we have received from you, including shipping costs (with the exception of additional costs arising from the fact that you have chosen a different mode of shipment than the inexpensive standard delivery offered by ourselves), without delay and at the latest within fourteen days after the date on which the notification of your cancellation of this contract has been received by us. We use the same means of payment for this reimbursement that you used for the original transaction, unless otherwise expressly agreed upon with you; under no circumstances will you be invoiced any fees for this reimbursement.

We can refuse to reimburse payment until we have received the returned goods, or until you have substantiated that you have returned the goods, whichever takes place first. You must ship the goods back or hand them over to us immediately, and in any case no later than within fourteen days after the date on which you notify us concerning your withdrawal from this contract. This deadline is complied with if the goods are shipped before the 14-day deadline expires.

You must bear the direct costs of the return shipment.

You are only required to bear the costs of any loss in value of the goods if such loss in value can be traced back to unnecessary handling of the goods due to testing of their quality, characteristics and mode of operation.

GOSSEN Foto- und Lichtmesstechnik GmbH,

Nuremberg, August 2017