

Revocation policy

Right of revocation for consumers

Consumers are entitled to a legal right of revocation. A consumer is any natural person which concludes a legal transaction for purposes which can neither be predominantly attributed to its commercial nor its self-employed professional activity.

As a consumer, you have the right to revoke this contract within fourteen days without giving reasons. The revocation period is fourteen days from the day on which you or a third party (nominated by you, but who is not the carrier) took possession of the merchandise.

To exercise your right of revocation, you must inform us (mbo Osswald GmbH & Co KG, Steingasse 13, 97900 Kuelsheim–Steinbach, Tel. +49 (0) 9345/670–0, info@mbo-osswald.de) of your decision to revoke this contract by means of a clear declaration (e.g. by letter sent by post or e-mail). You can use the attached sample revocation form (but this is not compulsory).

In order to observe the revocation period, please send the right of revocation message to us before the withdrawal deadline.

Consequences of revocation

If you revoke this contract, we shall immediately return all payments that we have received from you, including delivery costs (with the exception of any additional costs which have resulted from your selection of a type of delivery other than our inexpensive, standard delivery). These repayments will be made at the latest within fourteen days from the date on which we receive notice of your contract revocation. We use the same method of payment that you used for the initial transaction for repayments, unless a different arrangement has been explicitly agreed with you; in no case, however, will you be charged any fees for the repayment.

We may withhold repayment until we have received the merchandise, or until you have provided evidence that you have returned the goods, whichever is earlier.

You must return the merchandise promptly (in any event not later than fourteen days from the date on which you notified us of the contract revocation). The deadline is deemed to have been met if you return the merchandise before the period of fourteen days has expired.

In the event of cancellation, you as consumer will bear the costs of returning the goods. Please note that non-prepaid shipments cannot be accepted.

You must only pay for any diminished value of the merchandise, if the diminished value is due to your unnecessary handling of the merchandise to test its nature, characteristics and functionality.

Exclusion of revocation

The right of revocation does not apply to contracts for the delivery of the following – non-prefabricated merchandise, merchandise the manufacture of which involved a decisive individual selection or condition by the consumer, and merchandise which has been clearly tailored to the personal needs of the consumer.

Sample revocation form

If you wish to revoke the contract, then please fill out this form and return it to us.

Address: mbo Osswald GmbH & Co KG, Steingasse 13, 97900 Kuelnheim-Steinbach, Germany
Tel. +49 (0) 9345/670-0, E-Mail: info@mbo-osswald.de

I (we) (*) hereby revoke the contract concluded with me (us) (*) for the purchase of the following products (*)/the provision of the following services (*)

Ordered on (*): _____ received on (*): _____

Name of the consumer(s): _____

Address of the consumer(s): _____

Signature of consumer(s) (only for communication on paper)

Date: _____

(*) Delete where inapplicable.