

RIGHT OF REVOCATION

RIGHT OF REVOCATION AND RETURN

Right of withdrawal

If you conclude a contract as a consumer, you have the right to cancel it without giving any reason within the statutory cancellation period.

The cancellation period is 14 days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the goods or, in the case of several items in separately delivered packages, 14 days from the day on which you or a third party named by you, who is not the carrier, has or has taken possession of the last package.

To exercise your right of withdrawal, you must inform us by means of a clear statement (for example, by letter sent by mail, telephone or e-mail) of your decision to withdraw from the contract in one of the following ways.

By mail:

Cumdente GmbH, Paul-Ehrlich-Strasse 11, 72076 Tübingen, Germany.

By email: info@apacare.de

By telephone: +4970719755721

In order to comply with the withdrawal period, it is sufficient that you send your notification of the exercise of the right of withdrawal before the expiry of the withdrawal period. The right of withdrawal does not apply to:

1. contracts for the delivery of goods that are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.
2. contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene, if their seal has been removed after delivery.

CONSEQUENCES OF THE REVOCATION

If you cancel this contract, we will refund all payments received from you, including shipping costs to the original place of delivery (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the standard delivery offered by us), without undue delay and in any case no later than 14 days from the day on which we received the notification of your cancellation of this contract. For this refund, we will use the same form of payment that you used for the original transaction. In no event will you be charged because of this refund. Notwithstanding the foregoing, we may refuse to refund you until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier. You must return or hand over the goods to us without undue delay and in any case no later than 14 days from the day on which you inform us of your cancellation of the contract. The deadline is met if you send the goods before the expiry of the 14-day period.

If you choose to return the items to us „cash on delivery“, please note that we are entitled to charge you for any costs we may incur.

We will inspect the returned items and notify you of your right to be credited for the amounts paid. The credit will be issued as soon as possible, and in any event within 14 days from the date we receive notice of your cancellation. Notwithstanding the foregoing, we may refuse to issue a refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier. Refunds will always be made using the same method of payment that you used to make the purchase. You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking the condition, properties and functioning of the goods.

RIGHT OF WITHDRAWAL FOR ORDERS FROM ABROAD

We would like to inform you that under no circumstances (with the exception of cases of statutory warranty law, to which this provision does not apply) are we obliged to reimburse shipping costs to places other than the original delivery address or return shipping costs from outside Germany.

END OF THE CANCELLATION POLICY

January 2021