

# CANCELLATION POLICY

## **Notice of your right to withdraw from your purchase agreement**

Consumers making purchases by mail order have the following right to withdraw from their purchase agreement: you have the right to withdraw from this contract within fourteen days without specifying any reasons.

The period for cancellation is fourteen days from the day that you, or any third party authorised by you other than the carrier, have or has accepted delivery of the final item(s) of your order.

to exercise your right, you must contact us, Bellona Frankfurt GmbH, as represented by its Managing Director Tim Klein, by signed letter, phone call, fax or email sent to Strahlenberger Weg 16, 60599 Frankfurt am Main, Tel: +49 (0) 69 40 56 24 8-0, Fax: +49 (0) 69 40 56 24 8-11, Email: [info@pashmina.de](mailto:info@pashmina.de) clearly stating your decision to withdraw from this contract. To do so, you may, but are not required to, use the attached sample form.

In order to comply with the withdrawal period, it is sufficient that you send notification that you are exercising your right of withdrawal before expiry of the withdrawal period.

## **Consequences of withdrawal**

If you terminate this contract, we shall refund all payments we have received from you including shipping charges (except for additional costs arising if you chose a method of shipping different from the most cost-efficient standard delivery offered by us) without delay and at the latest within fourteen days from the day on which we received the notice of termination. We shall issue the refund using the same method of payment that you used for the original transaction, unless expressly agreed otherwise with you; you shall not be charged a fee for this refund under any circumstances. We may withhold the refund until the items have been returned to us or until you have provided evidence that you have shipped the goods, whichever is earlier.

You must dispatch or hand over the goods to us immediately and in any event no later than fourteen days from the date on which you notified us of termination of this contract. The deadline will be deemed to have been observed if you dispatch the items before the fourteen-day deadline has expired. You shall bear the direct costs of returning the goods. You will only be liable for a potential reduction in value of the items if this reduction in value was due to improper handling on your part that was not necessary for testing quality, characteristics, and functioning of the items.

# SAMPLE WITHDRAWAL FORM

(If you would like to withdraw from the contract, please complete this form and send it back.

to:

Bellona Frankfurt GmbH,  
represented by Managing Director Tim Klein,  
Strahlenberger Weg 16  
60599 Frankfurt am Main  
Fax: +49 (0) 69 40 56 24 8-11 / Phone +49 (0) 69 40 56 24 8-0  
Email: info@pashmina.de

I/We(\*) hereby give notice that I/we(\*) withdraw from my/our(\*)  
contract of sale of the following goods(\*) /  
provision of the following service(\*):

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Ordered (\*)/ received(\*) on:

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Name of the consumer(s):

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Address of the consumer(s):

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Signature of the consumer(s)

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Date

(\*) Delete where inapplicable