

a) Consumers' right to cancel in the case of distance selling contracts or contracts concluded in the online shop

Consumers, i.e. any individuals who enter into a legal transaction for purposes not predominantly attributable to their trade or self-employment, may, in the case of fee-based contracts, cancel their contractual declaration on the following conditions:

aa) In the case of a contract concerning one or more items that can be sent by parcel post and that reach the consumer in one single delivery, are delivered separately or are delivered to the consumer in multiple sub-shipments or multiple units:

Cancellation Instructions

Right to cancel

You have the right to cancel this contract within fourteen days without giving reasons.

The time limit for cancellation shall be fourteen days from the day when you, or a third party that has been designated by you and is not the carrier, took possession of the goods.

To exercise your right to cancel, you must, by sending us an unambiguous declaration (e.g. a letter sent by post, a telefax or an email), inform us (SANHA GmbH & Co. KG, Im Teelbruch 80, 45219 Essen, telephone: +49 (0) 20 54 / 9 25 – 0, telefax: +49 (0) 20 54 / 9 25 – 250, email: sales@sanha-shop.com) of your decision to cancel this contract. For this, you may, but shall not be obliged to, use the attached Specimen Cancellation Form.

To meet the time limit for cancellation, it shall suffice for you to send off notification of your exercise of the right to cancel before this period expires.

Consequences of cancellation

If you cancel this contract, we shall without delay, no later than within fourteen days from the day when we receive notification of your cancellation of this contract, refund to you all payments that we have received from you, including delivery costs (except for any additional costs that have arisen as a result of you having chosen a delivery method other than the lowest-priced standard delivery offered by us). For such refund, we shall, unless otherwise expressly agreed upon with you, use the same means of payment that you used for the original transaction. In no event shall we charge you any fees for such refund.

We may refuse to give a refund until we have received the goods back, or you have furnished proof that you have sent the goods back, whichever point in time is earlier.

You shall return or hand over the goods to us without delay, but in any event no later than within fourteen days from the day when you informed us of your cancellation of this contract. The time limit shall be deemed met, if you send off the goods before the fourteen-day period expires.

You shall bear the direct cost of returning the goods.

You shall be responsible for any loss of value of the goods only if such loss of value is due to the goods having been handled in a manner that is unnecessary for testing the qualities, features and/or functionality of the goods.

bb) In the case of a contract concerning one or more items that cannot be sent by parcel post (goods shipped via a forwarder) and that reach the consumer in one single delivery, are delivered separately or are delivered to the consumer in multiple sub-shipments or multiple units:

Cancellation Instructions

Right to cancel

You have the right to cancel this contract within fourteen days without giving reasons.

The time limit for cancellation shall be fourteen days from the day when you, or a third party that has been designated by you and is not the carrier, took possession of the goods.

To exercise your right to cancel, you must, by sending us an unambiguous declaration (e.g. a letter sent by post, a telefax or an email), inform us (SANHA GmbH & Co. KG, Im Teelbruch 80, 45219 Essen, telephone: +49 (0) 20 54 / 9 25 – 0, telefax: +49 (0) 20 54 / 9 25 – 250, email: sales@sanha-shop.com) of your decision to cancel this contract. For this, you may, but shall not be obliged to, use the attached Specimen Cancellation Form.

To meet the time limit for cancellation, it shall suffice for you to send off notification of your exercise of the right to cancel before this period expires.

Consequences of cancellation

If you cancel this contract, we shall without delay, no later than within fourteen days from the day when we receive notification of your cancellation of this contract, refund to you all payments that we have received from you, including delivery costs (except for any additional costs that have arisen as a result of you having chosen a delivery method other than the lowest-priced standard delivery offered by us). For such refund, we shall, unless otherwise expressly agreed upon with you, use the same means of payment that you used for the original transaction. In no event shall we charge you any fees for such refund.

We may refuse to give a refund until we have received the goods back, or you have furnished proof that you have sent the goods back, whichever point in time is earlier.

You shall return or hand over the goods to us without delay, but in any event no later than within fourteen days from the day when you informed us of your cancellation of this contract. The time limit shall be deemed met, if you send off the goods before the fourteen-day period expires.

You shall bear the direct cost of returning the goods. The costs are estimated at approximately 25 € at most.

You shall be responsible for any loss of value of the goods only if such loss of value is due to the goods having been handled in a manner that is unnecessary for testing the qualities, features and/or functionality of the goods.

b) Specimen Cancellation Form

Specimen Cancellation Form

(If you wish to cancel the contract, please fill in this form and return it).

- To:

[SANHA GmbH & Co. KG,
Im Teelbruch 80,
45219 Essen,
Telefax: +49 (0) 20 54 / 9 25 – 250,
Email: sales@sanha-shop.com]

- I/We (*) hereby cancel the contract concluded by me/us (*) concerning the purchase of the following goods (*)/ the rendering of the following service (*)

- Ordered on (*)/received on (*)

- Name of the consumer(s)

- Address of the consumer(s)

- Signature of the consumer(s) (only if the notification is in paper form))

- Date

(*) Delete where inapplicable.