

## Cancellation Policy

### Right of Cancellation

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you or a third party appointed by you, other than a carrier, take/takes possession of the goods.

In order to exercise your right of cancellation, you must inform us (printworld.com GmbH, Messering 5, 01067 Dresden, Germany, Phone 0800 8332400, Fax +49 3242 504710, service@printworld.de) in writing (e.g. a letter sent by post, fax or email) of your decision to cancel the contract. You can use the attached sample cancellation form, however, this is not mandatory.

To comply with the cancellation period, it is sufficient for you to send the notification of your exercise of the right of cancellation before the end of the cancellation period.

### Consequences of Cancellation

If you cancel this contract, we must return to you any payments received from you, including delivery charges (excluding the additional costs arising from the selection of a delivery method other than the standard delivery option offered by us), immediately or at the latest within fourteen days of the date on which we receive your notification of the cancellation of this contract. Unless expressly agreed upon with you in writing, we will use the same means of payment to make this reimbursement as you used for the original transaction, and in no event will you be charged for this reimbursement.

We have the right to withhold reimbursement until we have received the returned goods or until you have provided proof that the goods have been returned, whichever occurs first.

You must return or hand over the goods to us without delay and no later than within fourteen days from the day on which you notify us of the cancellation of this contract. This requirement is met if you return the goods before the end of the fourteen-day period.

You will bear the direct costs for returning the goods.

Freight to be forwarded will be collected from you at our expense.

You will only be liable for any loss in value of the goods if this loss is due to any handling of the goods which is not necessary for the purpose of inspecting the nature, properties and functioning of the goods.

- (2) The right of cancellation does not apply to distance contracts for the supply of goods which are not prefabricated and for the production of which an individual product selection or specification by the consumer is required or which are clearly tailored to the personal needs of the consumer.

If the production of the printed products is based on the Customer's specifications provided through the Internet portal [www.printworld.com/de](http://www.printworld.com/de) there will be no legal right of cancellation. No contractual right of cancellation is granted.

If you are a business entity as set forth in §14 German Civil Code (BGB) and exercise your commercial or self-employed activity upon conclusion of the contract, there will be no right of cancellation.

- (3) In accordance with the relevant legal provisions, the Supplier provides the following information on the sample cancellation form:

## Sample cancellation form

(If you wish to cancel the contract, please complete and return this form to us).

To:

**printworld.com GmbH**  
Messering 5  
01067 Dresden

Fax: +49 3242 504710  
service@printworld.de

I/we (\*) hereby cancel the contract concluded by me/us (\*) for the purchase of the following goods (\*)/the provision of the following service (\*)

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

Name of the Consumer(s) \_\_\_\_\_

Address of the Consumer(s) \_\_\_\_\_

\_\_\_\_\_  
Signature of the Consumer(s) (only in the case of notification on paper)

Date \_\_\_\_\_

(\*) Delete where inapplicable