

Instructions regarding revocation rights

Right of withdrawal:

The Customer has the right to cancel the contract within one month without giving any reasons. The time limit starts the day that

- he/she or a third party named by him, who is not the carrier, take/s possession of the goods, if he ordered goods within a common order and the goods are delivered conjointly;
- he/she or a third party named by him, who is not the carrier, take/s possession of the last item he ordered within a common order and the goods are delivered separately;
- he/she or a third party named by him, who is not the carrier, take/s possession of the last part of goods he ordered within a common order and the last item is delivered in separate parcels.

The Customer must inform Connox about his decision to cancel the contract via an explicit declaration (e.g. with a letter to be sent through the post, via telefax or E-Mail) to

Connox GmbH, Aegidientorplatz 2a, 30159 Hannover, telephone number: +44 (1603) 733366, E-Mail: service@connox.co.uk

in order to exercise this right. The Customer can therefore use this [model withdrawal form](#), but please note that this one isn't prescribed.

To maintain the withdrawal time limit the Customer must only send the message declaring his intent to exercise of the withdrawal right before the time limit runs out.

Consequences of a withdrawal

If the Customer cancels a contract, Connox is obliged to refund all the payments received from the Customer immediately, including delivery costs (except for the additional costs that result from the Customer's choice of a different kind of delivery than the one Connox offered, which was the most favourable standard delivery), within a maximum of fourteen days starting the day Connox received the Customer's declaration of intent to withdraw from the contract. Connox uses the same payment method the Customer used for the original transaction to refund the paid amounts, unless Connox explicitly arranged a different payment method with the Customer; he will not be charged with any additional costs for this refund.

Connox has the right to deny the refund until the goods the Customer is returning arrive back in stock or until the Customer proves that he has sent the goods back, whichever occurs sooner.

The Customer is obliged to send or give the goods back to Connox before a maximum of fourteen days after the day he informed Connox about the cancellation of the contract. The time limit is maintained if he sends the goods back before the period of fourteen days ends. The Customer will be responsible for the costs of returning parcel-sized goods.

The Customer will also be responsible for the immediate costs of returning non-parcel-sized goods. Those costs are estimated to be about 65.00 GBP inside of Germany and about 130.00 GBP from the rest of Europe.

The Customer must only pay the loss in value of the goods if it resulted from handling other than what was necessary to ascertain the construction, quality and function of the goods by him.

End of the right to cancel

The right to cancel does not apply to contracts for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.

Please note that the Customer has no right to withdraw from the contract in case of deliveries outside of the European Union, excluding Switzerland!

Please read for this also the point "3. right to cancel" our [General business conditions](#).

General advices

Revocations

For the revocation you can simply download an electronic parcel mark in your customer area. Furthermore fill the added revocations-document and included in your revocation-parcel.

Please note that the parcel mark is not valid for bulky forwarding articles. Articles, which are delivered by such forwarding for huge items are also sent back, by such a company. The forwarding company will contact you by phone for revocation reasons and make up a specific date. Please do also contact our customer service if you have a transport date for the shipping.

We can also send you the parcel mark via Email or Post on demand. Simply give your parcel to the post with the printed parcel mark.

Please note the following points:

- Please do not send the goods back unfree!

- Please always add the revocation-document or a copy of the invoice, if necessary with mentions to your sending.
- Make sure that the goods are sent back unused and if possible with the original package.

A non-compliance of the points above doesn't restrict your revocation right.

How do I receive an electronic parcel mark?

In your customer area in the Connox Living Design shop you have the possibility of downloading and printing the according parcel mark to every one of your parcels. Log in with your customer-information on our homepage (www.connox.co.uk) into the customer-area.

Now click on the "Invoices" button on the left side. Here are all your current invoices. Now it is possible for you to view the single invoices and to open the according parcel marks as PDF data. The parcel marks are on the right side beside the invoices under the "Revocation marcs" point. If you want to send your parcel back to us, open the according parcel mark, print it and paste it on the parcel. Now simply give it to your post office.

We can also send your electronic parcel mark via post or email to you on demand.