

# Cancellation policy

A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession.

## Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the date of conclusion of the contract. To exercise the right to cancel, you must inform us (Nemeth/Star Productions, c/c Sven Nemeth, Herzogstr. 13, 60528 Frankfurt am Main, phone: +49 151 15787828, e-mail address: info@nemethstarproductions.eu) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You can use the attached sample withdrawal form, but this is not mandatory. To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period has expired.

## Consequences of revocation

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; under no circumstances will you be charged any fees for this repayment.

## Exclusion or premature expiry of the right of withdrawal

The right of withdrawal does not apply to contracts

- for the delivery of goods which 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;
- for the delivery of goods that can spoil quickly or whose expiration date would be quickly exceeded;
- for the delivery of alcoholic beverages, the price of which was agreed upon conclusion of the contract, but which can be delivered at the earliest 30 days after conclusion of the contract and the current value of which depends on fluctuations in the market over which the entrepreneur has no influence;
- for the delivery of newspapers, magazines or periodicals with the exception of subscription contracts.

## **The right of withdrawal expires prematurely for contracts**

- for the delivery of sealed goods which are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery;
- for the delivery of goods if they have been inseparably mixed with other goods after delivery due to their nature;
- for the delivery of audio or video recordings or computer software in a sealed package if the seal has been removed after delivery.
- software, eBooks, digital media or audio and video recordings that are sent digitally or offered for download
- for the delivery of newspapers, magazines and books
- goods that are not prefabricated and for the production of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer
- Services where the consumer has expressly requested the trader to visit him to carry out urgent repair or maintenance work
- If the customer wishes a service to be carried out at the customer's premises or remotely within the withdrawal period or if, from the service provider's point of view, the service has already been carried out and completed.

# Sample withdrawal form

If you wish to cancel the contract, please fill out this form and send it back to us.

To:

Nemeth/Star Productions

c/c Sven Nemeth

Herzogstr. 13

60528 Frankfurt am Main

E-mail address: info@nemethstarproductions.eu

- I/we (\*) hereby revoke 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 for notification on paper)

\_\_\_\_\_  
Date

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(\*) Delete as appropriate.

**Source:** <https://www.ra-plutte.de/widerrufsbelehrung-generator/>