

Cancellation right

Right of withdrawal for consumers

A consumer is any natural person who concludes a legal transaction for purposes which can predominantly neither be attributed to his commercial nor his self-employed professional activity.

Right of revocation for parcel goods

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

The revocation period shall be fourteen days from the day on which you or a third party named by you who is not the carrier have taken or have taken possession of the last goods.

In order to exercise your right of revocation, you must inform us,

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info@kraftdeshanfes.de

phone: +49-(0)159-02217256

Fax: +49-(0)30-81455303

In order to comply with the revocation period, it is sufficient that you send the notification of the exercise of the right of revocation before the expiry of the revocation period.

You shall inform us of your decision to revoke this contract by means of a clear declaration (e.g. a letter or e-mail sent by post). You can use the attached sample revocation form, which is not mandatory.

Consequences of revocation

If you revoke this Agreement, we shall reimburse you immediately and no later than fourteen days from the date on which we receive notice of your revocation of this Agreement for all payments we have received from you, including delivery charges (other than additional charges arising from your choice of a method of delivery other than the cheapest standard delivery offered by us).

We will use the same means of payment for such refund as you used for the original transaction unless expressly agreed otherwise with you and in no event will you be charged for such refund.

We may refuse to refund until we have received the goods back or until you have provided proof that you have returned the goods.

You must return or hand over the goods to us immediately and in any case within fourteen days of the day on which you notify us of the revocation of this contract at the latest. This period shall be deemed to have been observed if you dispatch the goods before expiry of the period of fourteen days. You shall bear the direct costs of returning the goods.

Exceptions to the right of revocation

The right of withdrawal does not apply to

Contracts for the supply of goods which are not prefabricated and the manufacture of which is based on an individual choice or destination by the consumer or which are clearly tailored to the personal needs of the consumer,

Contracts for the delivery of goods that may spoil quickly or whose expiration date would quickly be exceeded.

Contracts for the delivery of sealed goods which, for health or hygiene reasons, are not suitable for return if their seal has been removed after delivery.

Berlin, March 2017