

## **Guidance on revocation**

Consumers have a right of revocation. A consumer is any natural person, who concludes a legal transaction, which cannot be attributed either to his commercial or to his independent professional activity (§ 13 German Civil Code).

### **LEGAL RIGHT OF REVOCATION**

#### **RIGHT OF REVOCATION**

**You have the right to revoke this contract within 14 days without giving reasons. The revocation period is 14 days from the date on which you or a third party nominated by you, who is not the carrier, took possession of the last assignment of goods. In order to exercise your right of revocation, you must notify us,**

**A. Stein`sche Buchhandlung GmbH  
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59457 Werl  
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**by means of an unambiguous declaration (e.g. in a letter sent by post, in a fax or in an e-mail) of your decision to revoke this contract. You may use the attached Specimen Revocation Declaration Form, but this is not compulsory. To safeguard the revocation it is sufficient to send the notification of the exercise of the rights of revocation prior to the expiry of the revocation period.**

#### **CONSEQUENCES OF REVOCATION**

**If you revoke this contract, we are obliged to refund to you all payments, which we have received from you, including delivery costs (with the exception of any additional costs, which are incurred, because you have selected a type of delivery other than the standard, most cost-effective delivery) without delay and at the latest within 14 days from the date on which we received the notification of your revocation of this contract. We refund your payment by the same payment method, which you used in the original transaction, unless otherwise expressly agreed with you; on no account are you charged a fee for this reimbursement. We may refuse to make the repayment until we have received the returned goods or until you have submitted the evidence that you have returned the goods, depending on which is the earlier point in time. You must return or surrender the goods to us without delay and in any case within 14 days from the date, on which you notified us about the revocation of this contract.**

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**The period is complied with, if you despatch the goods prior to the expiry of the period of 14 days. You shall bear the direct costs of returning the goods. You must pay for any loss in value in the goods, only if this loss of value is attributable to handling the goods in a manner not required for checking the properties and condition, the features and mode of operation of the goods.**

**- End of the legal guidance on revocation**

**Exclusion and premature expiry of the right of revocation:**

There is no right of revocation for goods, which have been made to order to customer specification or which are clearly custom-made to suit personal requirements. The same shall apply to articles, which by virtue of their properties and condition are not suitable for return, such as e-books (see also § 9) and downloads. As in the case where the customer expressly consents to the placing of an order, the right of revocation expires for e-books and downloads, since the performance of the contract begins prior to the expiry of the revocation period.

Moreover, there is no right of revocation in the case of distance selling contracts for the supply of audio or video recordings or for software in sealed packaging, if the seal on the data storage media has been broken by the consumer.

In addition, there is no right of revocation in the case of the conclusion of subscriptions to periodicals, or to the supply of newspapers, journals and magazines.