

# NOTIFICATION OF YOUR RIGHT OF WITHDRAWAL

## 1) RIGHT OF WITHDRAWAL

Customers who order as consumers, have a statutory right of withdrawal, on which TIMEMATE informs according to statutory rules as follows. Exceptions from the right of withdrawal are set in section (2). In section (3) you find a model form of withdrawal.

## NOTIFICATION OF YOUR RIGHT OF WITHDRAWAL

### RIGHT OF WITHDRAWAL

You have the right to withdraw from this contract within 14 days without indicating any reasons.

The withdrawal period will expire after fourteen days from the day you acquire, or a third party other than the carrier and indicated by you acquires physical possession of the goods.

To exercise your right of withdrawal you must notify us (PRIMAGENTA GmbH, Hauffgasse 3-5 / Top B4, A-1110 Wien, Tel: +43 1 890 66 62 – 20, E-Mail: [info@primagenta.at](mailto:info@primagenta.at)) of your decision to withdraw from this contract by an unequivocal declaration (e.g. a letter sent by mail, fax or e-mail). For this, you may use the attached model withdrawal form, which, however, is not mandatory.

In order to observe the withdrawal period it is sufficient that you send the notification concerning your exercise of the right of withdrawal before expiry of the withdrawal period.

### CONSEQUENCES OF THE EXERCISE OF THE RIGHT OF WITHDRAWAL

If you withdraw from the present contract, we shall return to you any payments which we received from you, including any payments for shipping costs (except any additional costs which result from the fact that you selected a kind of delivery other than the standard delivery offered by us), immediately and at the latest within fourteen days starting from the day on which the notification concerning your exercise of the right of withdrawal from this contract is received by us. For the return of payment, we use the same means of payment which were used by you for the original transaction, unless explicitly agreed otherwise; under no circumstances, there will be charged any fees to you in connection with the return payment.

We can refuse repayment until we receive the returned goods or until you provide proof that you returned the goods, whichever occurs first.

You shall return the goods to us (PRIMAGENTA GmbH, Hauffgasse 3-5 / Top B4, A-1110 Wien) immediately and in any case no later than fourteen days from the date on which you notified us on your exercise of the right of withdrawal from the contract. The deadline shall be deemed to be observed if you dispatch the goods before the expiry of the term of fourteen days.

You shall bear the direct costs of the return of the goods.

You shall bear the costs of a possible loss in value of the goods only if this loss in value is caused by handling of the goods which is not required to examine their condition, characteristics and functioning.

TIMEMATE informs you that you may avoid a compensation obligation by treating the product as property of another and refraining from everything which would affect the value of the product until the time for withdrawal expires. We recommend to treat the product the same as you would in a store. The original packaging and all delivered pieces need to be returned completely and undamaged. The box has to be protected by outer packing.

2) The right of withdrawal is excluded with regards to contracts on the supply of goods, which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is essential or which are undoubtedly tailored for personal needs of the consumer.

3) Concerning the Model form of withdrawal TIMEMATE informs according to the statutory rules:

### MODEL FORM OF WITHDRAWAL

In case you want to withdraw from the contract, please fill out this form and return it to us.  
PRIMAGENTA GmbH, Hauffgasse 3-5 / Top B4, A-1110 Wien, E-Mail: [info@primagenta.at](mailto:info@primagenta.at)

I/We hereby give notice that I/we withdraw from the contract of sale of the following goods/the performance of the following service\* \_\_\_\_\_

Ordered on/received on \* \_\_\_\_\_

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

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

Signature of the consumer(s) (only if this form is notified on paper) \_\_\_\_\_

Date \_\_\_\_\_

\*delete as applicable  
TIMEMATE