

# Cancellation policy & cancellation form

Consumers are entitled to a right of revocation according to the following provision, whereby a consumer is any natural person who concludes a legal transaction for purposes that can predominantly be attributed neither to his commercial nor his self-employed professional activity:

## A. REVOCATION INSTRUCTION

### Right of withdrawal

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

The revocation period is fourteen days from the day on which you or a third party designated by you, other than the carrier, took or has taken possession of the last goods.

In order to exercise your right of revocation, you must notify us (BOS Balance of Storage Systems AG, Böttgerstr. 2/2, 89231 Neu-Ulm, Germany, Tel.: +49 (0) 731 7254 4107, Fax: +49 (0) 731 8507 7848, E-Mail: [contact@bos-ag.com](mailto:contact@bos-ag.com)) by means of a clear statement (e.g. a letter, fax or e-mail sent by post) about your decision to withdraw from this contract. You may use the attached model revocation form, which is not mandatory.

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

### Consequences of withdrawal

If you withdraw from this Agreement, we shall reimburse you for all payments we have received from you, including delivery charges (other than any additional charges arising from your choosing a different method of delivery to the cheapest standard delivery offered by us), immediately and no later than fourteen days from the date on which we receive notice of your withdrawal from this Agreement. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund. We may refuse to refund until we have received the goods or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us immediately and in any event no later than fourteen days from the date on which you notify us of the cancellation of this agreement. This period is deemed to have been observed if you send the goods before the expiry of the fourteen-day period.

We shall bear the costs of returning such goods which, due to their nature, can normally be returned to us by post. You shall bear the direct costs of returning such goods which, due to their nature, cannot be returned to us normally by post (goods forwarded by a forwarding agent), which are estimated at a maximum of approximately 55 euros for each such goods.

You will only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking their condition, properties and functioning.

### General information

1) Please avoid damage and contamination of the goods. Please return the goods to us in original packaging with all accessories and with all packaging components. If necessary, use a protective outer packaging. If you no longer have the original packaging, please use suitable packaging to ensure adequate protection against transport damage.

2) Please do not return the goods to us freight collect.

3) Please note that the aforementioned items 1-2 are not a prerequisite for the effective exercise of the right of withdrawal.

## B. REVOCATION FORM

If you want to cancel the contract, please fill in this form and send it back.

To  
BOS Balance of Storage Systems AG  
Böttgerstr. 2/2  
89231 Neu-Ulm  
Germany

Fax: +49 (0) 731 8507 7848  
e-mail: [contact@bos-ag.com](mailto:contact@bos-ag.com)

I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of the following goods (\*)/the provision of the following service (\*)

\_\_\_\_\_  
\_\_\_\_\_

Ordered on (\*) \_\_\_\_\_ / received on (\*) \_\_\_\_\_

\_\_\_\_\_

Name of the consumer(s)

\_\_\_\_\_

Address of the consumer(s)

\_\_\_\_\_

Signature of the consumer(s) (only in the case of communication on paper)

\_\_\_\_\_

Date

(\*) Delete as appropriate