

Cancellation policy

Right of withdrawal

You have the right to cancel this contract within one month without giving any reason.

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

To exercise your right of withdrawal, you must inform us (Thermodyne Systems GmbH, Gutenbergstr. 3, 70176 Stuttgart, Germany, e-mail: cs@tvape.de) by means of a clear declaration (e.g. e-mail) of your decision to revoke this contract. You can use the attached model withdrawal form for this purpose, which is, however, not mandatory.

To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the end of the cancellation period.

Consequences of revocation

If you withdraw from this contract, we must repay you all payments that we have received from you, including the delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us or deliveries outside the Federal Republic of Germany), without delay and at the latest within fourteen days from the day on which we received the notification of your withdrawal 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; in no case will you be charged for this repayment. We may refuse repayment until we have received the goods back.

You must return or hand over the goods to us immediately and in any case no later than 3 days from the day on which you notify us of the cancellation of this contract. The deadline is met if you send the goods before the expiry of the period of 3 days. You shall bear the direct costs of returning the goods.

You must 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 testing the quality, characteristics and functioning of the goods.

Information on the right of withdrawal

The right of withdrawal is only available to consumers.

The right of withdrawal does not apply to:

1. contracts for the supply of goods which 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 consumer's personal needs,
2. contracts for the supply of goods which are liable to deteriorate rapidly or whose expiry date would be rapidly exceeded,
3. contracts for the supply of sealed goods which, for reasons of health protection or hygiene, are not suitable for return if their seal has been removed after delivery,
4. contracts for the delivery of goods if these have been inseparably mixed with other goods after delivery due to their nature.

Sample cancellation form

(If you wish to revoke the contract, please complete and return this form).

- To Thermodyne Systems GmbH, Gutenbergstr. 3, 70176 Stuttgart, Germany,
e-mail: cs@tvape.de

- 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 consumer(s) (only in case of paper communication)

- Date

(*) Delete where inapplicable.