



## Cancellation Policy

### Right of withdrawal:

You have the right to withdraw this contract within fourteen days without giving a reason.

The withdrawal period shall be fourteen days from the date you or your representative - who may not be the carrier - has taken possession of the goods.

To exercise your right of withdrawal you must inform us by means of a clear statement (e.g. a consigned letter by post mail, facsimile or e-mail) about your decision to withdraw from this contract. You may use the attached withdrawal specimen but it is not required.

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

Send your cancellation by mail to:

KAPO Fenster und Türen GmbH  
Hambuchen 478  
8225 Pöllau bei Hartberg

or by facsimile to: +43-3335-2094-242  
or by mail to: [office@kapo.co.at](mailto:office@kapo.co.at)

### Consequences of withdrawal:

If you withdraw from this contract, we will reimburse all payments we received from you, including the costs of supply (with the exception of the additional costs arising from the fact that you have chosen a different kind of delivery than offered by us), and repay immediately and latest within fourteen days from the date on which the notice concerning the cancellation of this contract has been received by us.

For this repayment we use the same kind of payment that you have used in the original transaction, unless we have expressly agreed otherwise; in no case you will be charged with fees for this repayment.

We will pick up the goods on our expenses. You just have to pay for any diminished value of the goods if this loss of value is due to a bad handling of the goods.

Appendix: withdrawal specimen



**Withdrawal specimen:**

(If you want to withdraw from the contract, please fill in this specimen and send it back to us.)

KAPO Fenster und Türen GmbH  
Hambuchen 478  
8225 Pöllau bei Hartberg

Order / contract from (date) .....

Hereby I / We (\*) withdraw from my / our (\*) contract concerning the purchase of the following goods (\*) / provision of the following service (\*)

- Ordered on (\*) / received on (\*)
- Name of consumer (s)
- Address of the consumer (s)
- Signature of consumer (s)
- Date of undersigning

\_\_\_\_\_  
(\*) Delete if not appropriate