

Cancellation policy

The following Cancellation Policy only applies to consumers, i.e. natural persons who conclude a legal transaction for purposes that can predominantly be attributed neither to their commercial nor to their independent professional activity (§ 13 German Civil Code (BGB)) and who have their habitual residence in a state that belongs either to the European Union or to the European Economic Area.

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without providing justification. 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

VanDeBord GmbH, Robert-Bosch-Straße 1, 63755 Alzenau, Germany,
Telephone: 06023 9296225, fax: 06023 9296227, e-mail: pilot@vandebord.com

by means of a clear declaration (e.g. a letter sent by post, fax or e-mail) of your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, although it is not mandatory. To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the end of the cancellation period.

Consequences of withdrawal

If you withdraw from this contract, we shall refund all payments that we have received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the least expensive standard delivery offered by us), without delay and at the latest within fourteen days of the day on which we received 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 or until you have provided proof that you have returned the goods, whichever is the earlier. You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you notify us of your withdrawal from this contract. The deadline is met if you send the goods before the expiry of the period of fourteen days.

We shall bear the direct costs of returning the goods if the goods can be returned by post. If this is not the case (in the case of goods shipped by a freight forwarder), you shall bear the direct costs of returning the goods. The costs are estimated at a maximum of €99 within Germany and €159 from EU member states. You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods in a way that is not necessary for testing the quality, characteristics and functionality of the goods.

Sample Withdrawal Form

(If you wish to withdraw from the contract, please fill in and return this form.)

To:
VanDeBord GmbH, Robert-Bosch-Straße 1, 63755 Alzenau, Germany,
Fax: 06023 9296227,
e-mail: pilot@vandeboard.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 notification on paper)

Date.....

(*) Delete as applicable

