

Instructions on withdrawal

Right of withdrawal

The Customer has the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period will expire after 14 days from the day the contract is concluded.

To exercise the right of withdrawal, the Customer must inform Everbase:

EVB Everbase GmbH

Am Kaiserkai 10

20457 Hamburg

email: service@everbase.net

of his/her decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). The Customer may use the attached model withdrawal form <https://www.everbase.net/legal/modelwithdrawalform.pdf> , but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for the Customer to send the communication concerning his/her exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If the Customer withdraws from this contract, Everbase shall reimburse to the Customer all payments which Everbase has received from the Customer, including the costs of delivery (with the exception of the supplementary costs resulting from the Customer's choice of a type of delivery other than the least expensive type of standard delivery offered by Everbase), without undue delay and not later than fourteen days from the day on which Everbase is informed about the Customer's decision to withdraw from this contract. Everbase will carry out such reimbursement using the same means of payment as the Customer used for the initial transaction, unless otherwise expressly agreed with the Customer; in any event, Everbase will not charge the Customer any fees as a result of such reimbursement.

Exclusion and expiry of the right of withdrawal

The right of withdrawal does not exist inter alia for contracts to deliver computer software in a sealed pack if the seal was removed after delivery.

The right of withdrawal shall furthermore expire in the case of a contract for the delivery of digital content which is not on a physical data carrier if Everbase has started to execute the contract after the Customer has expressly consented to Everbase starting to execute the contract before expiry of the withdrawal period and has confirmed his/her knowledge that he/she loses his/her right of withdrawal by consenting to the start of execution of the contract.