Cancellation right

Right of Withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.
The withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, took possession of the goods.
To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by means of a clear statement (e.g. a letter sent by post, fax, or email). You may use the enclosed model withdrawal form for this purpose, but this is not mandatory.

Notification to:
LöSi Getriebe-Steuerungen-Hydraulik GmbH
Merkurstraße 52
67663 Kaiserslautern
Email: shop@loesi.de
Telephone: +49 631 351240
Fax: +49 631 35124 44

Additional Exercise of the Right of Withdrawal via the Electronic Withdrawal Function

You may also exercise your right of withdrawal online using our electronic withdrawal function. You can access it via the **"Withdraw from contract"** button/link highlighted in the footer of our website, or directly at:

https://loesi.de/shop/de/withdrawal.php

Using this function, you can withdraw from a contract concluded online, provided that you have a statutory right of withdrawal for that contract. After entering or confirming the information required to assign the contract, in particular your name, order number for identifying the contract or the part of the contract from which you wish to withdraw, and electronic contact details for the confirmation of receipt, you can submit the withdrawal by clicking the "Declare withdrawal" button. No reason for withdrawal is required and none will be requested.
If you use the electronic withdrawal function, we will immediately send you a confirmation of receipt on a durable medium, for example by email, containing information on the content of your withdrawal declaration as well as the date and time of its receipt.
To meet the withdrawal deadline, it is sufficient for you to send the notification that you are exercising your right of withdrawal before the withdrawal period has expired.

Effects of Withdrawal

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including delivery costs — with the exception of any additional costs resulting from your choosing a type of delivery other than the least expensive standard delivery offered by us — without undue delay and no later than fourteen days from the day on which we receive your notification of withdrawal from this contract.
For this reimbursement, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you. Under no circumstances will you be charged any fees because of this reimbursement.
We may refuse reimbursement until we have received the goods back or until you have provided proof that you have sent back the goods, whichever is the earlier. This does not apply if we have offered to collect the goods.
You must send back or hand over the goods without undue delay and in any event no later than fourteen days from the day on which you notify us of the withdrawal from this contract, to the following address:

LöSi Getriebe-Steuerungen-Hydraulik GmbH
Merkurstraße 52
67663 Kaiserslautern

The deadline is met if you send the goods before the period of 14 days has expired.

Return Shipment in the Event of Withdrawal Due to Dissatisfaction or an Incorrect Order

If the withdrawal is made for reasons for which we are not responsible, in particular due to dissatisfaction or because the goods were ordered incorrectly or by mistake by the customer, you shall bear the direct costs of returning the goods.
You may return the goods to us at your own expense using a shipping service provider of your choice. Please package

the goods in a manner that is safe for transport and keep the proof of posting until the return has been fully processed. Alternatively, you may instruct us to collect the goods. This collection is subject to a charge and will only take place after prior coordination and your express confirmation. The costs of collection will be deducted from the amount to be refunded to you.

Return Shipment in the Event of Incorrect Delivery, Damaged Goods, or a Reason for Which We Are Responsible

If you have received incorrect goods, the goods were delivered damaged, or there is another reason for the return for which we are responsible, we will bear the costs of returning the goods. In these cases, we will arrange collection of the goods at our expense or provide you with a free return option.
Please contact us in such a case before returning the goods so that we can organize the collection or the free return shipment.
Your statutory rights, in particular your warranty rights in the event of defective goods, remain unaffected by this.

Compensation for Loss of Value

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

Exclusion of the Right of Withdrawal

The right of withdrawal does not apply to contracts for the delivery of goods that are not prefabricated and whose production is determined by an individual choice or decision by the consumer, or that are clearly tailored to the consumer’s personal needs.