

Right of Withdrawal for Consumers

(A consumer is any natural person who enters into a legal transaction for purposes that can predominantly neither be attributed to their commercial nor their self-employed professional activity.) **Withdrawal Instructions** Right of Withdrawal You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day:

- on which you or a third party other than the carrier and indicated by you acquires, physical possession of the goods, in the case of a single order being delivered separately;
- on which you or a third party other than the carrier and indicated by you acquires, physical possession of the last good, in the case of multiple goods ordered in a single order and delivered separately;
- on which you or a third party other than the carrier and indicated by you acquires, physical possession of the last installment or the last piece, in the case of goods delivered in multiple installments or pieces;

To exercise the right of withdrawal, you must inform us (Butch GmbH, Tußmannstr. 63, 40477 Düsseldorf, Phone: +49 211 447 339 0, Email: service@butch.de) of your decision to withdraw from this contract by an unequivocal statement (e.g., a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of Withdrawal

If you withdraw from this contract, we shall reimburse you for all payments received from you, including the delivery costs (except for any additional costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your withdrawal from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earlier.

You shall send back the goods or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

Exclusions or Expiration of the Right of Withdrawal

The right of withdrawal does not apply to contracts:

- for the supply of goods that are made to the consumer's specifications or are clearly personalized;

- for the supply of goods that are liable to deteriorate or expire rapidly;
- for the supply of alcoholic beverages, the price of which was agreed at the time of the conclusion of the contract, which can be delivered only after 30 days and whose value depends on fluctuations in the market that are beyond the control of the trader;
- for the supply of newspapers, periodicals, or magazines with the exception of subscription contracts.

The right of withdrawal expires prematurely for contracts:

- for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery;
- for the supply of goods that are inseparably mixed with other goods after delivery;
- for the supply of audio or video recordings or computer software in a sealed package, if the seal was removed after delivery.

Sample Withdrawal Form

(If you want to withdraw from the contract, please fill out this form and return it.)

- To Butch GmbH, Tußmannstr. 63, 40477 Düsseldorf, Email: service@butch.de:
- I/We () hereby give notice that I/We () withdraw from my/our () contract of sale of the following goods (/) provision of the following service (*)
- Ordered on (/) received on ()
- Name of consumer(s) - Address of consumer(s)
- Signature of consumer(s) (only if this form is notified on paper)
- Date

(*) Delete as appropriate.