

Notification of right of withdrawal

Right of withdrawal

You have the right to withdraw from this agreement within fourteen days without stating any reasons. The withdrawal period is fourteen days from the date on which you or a third party named by you, who is not the carrier, took the first consignment of goods into your/their possession.

In order to exercise your right of withdrawal, you must inform us ZIVACI Kaarsenmakerhof 13, 3123 RB Schiedam, Nederland, customersupport@zivaci.eu of your decision to withdraw from this agreement by means of a clear statement (e.g. by mailed letter, fax or e-mail). You may use the attached withdrawal form, although this is not required.

The withdrawal period has been observed so long as you dispatch the notification of your exercise of the right of withdrawal prior to the end of the withdrawal period.

Consequences of the withdrawal

If you withdraw from this agreement, we are obliged to reimburse all payments which we have received from you, including delivery costs (excluding any additional costs resulting from your opting for a type of delivery other than the cheaper standard delivery offered), immediately and at the latest within fourteen days from the date on which we receive your notification of withdrawal from this agreement. For this repayment we will use the same method of payment which you used for the original transaction, unless something different is explicitly agreed with you; in no case will you incur any fees as a result of this repayment. We may refuse this repayment until we receive the returned goods or until you have provided evidence that you have returned the goods, whichever of these occurs first.

All goods which you have received must be returned or delivered immediately and in any case at the latest within fourteen days from the date on which you inform us of the withdrawal from this agreement, to us ZIVACI Kaarsenmakerhof 13, 3123 RB Schiedam, Nederland. This period shall be observed so long as you dispatch the goods prior to the end of the period of fourteen days.

You are responsible for the direct costs and risk of the return of the goods. You are only responsible for any loss of value of the goods if such loss of value is the result of handling not required to determine the suitability, characteristics and function of the goods.

End of withdrawal instructions

Withdrawal Form

(If you wish to withdraw from the agreement, please complete this form and return it to us.)

To ZIVACI Kaarsenmakerhof 13, 3123 RB Schiedam, Nederland

I/We (*) hereby withdraw from the agreement which I/we (*) concluded for the purchase of the following goods (*)/the provision of the following services (*):

Ordered on (*)/received on (*) :

Name of the consumer(s) :

Address of the consumer(s) :

Date: _____

Signature of the consumer(s): _____
(only for notification on paper)

(*) Delete as applicable.

ZIVACI