

Information on the Right of Withdrawal

Annex to the Rogoz Audio Terms and Conditions of Sale

This information applies to distance sales contracts for which a statutory right of withdrawal is available. It covers consumers and sole traders entitled to consumer protection, as defined in the Terms and Conditions. It does not apply to goods covered by the exception in section 11.2 of the Terms and Conditions where the customer was informed of that exception before the contract was concluded.

1. Time limit and how to withdraw

You may withdraw from the contract without giving a reason within 14 days of the day on which you, or a third party designated by you other than the carrier, take physical possession of the goods. If a single order comprises goods delivered separately, in lots or in pieces, the period runs from receipt of the last item, lot or piece.

To exercise this right, send an unequivocal statement before the withdrawal period expires to Rogoz Audio Janusz Rogoż, ul. Andrzeja 10/5, 40-061 Katowice, Poland; email: office@rogoz-audio.com; contact telephone: +48 504 080 690. We recommend email. You may use the form on the next page, but this is not compulsory. Personal collection does not change the nature of a contract previously concluded at a distance.

2. Reimbursement and return of the goods

We will reimburse the payments received, including delivery costs up to the cost of the least expensive standard delivery method offered for the order, without undue delay and no later than 14 days after receiving your withdrawal statement. We will use the same means of payment, unless you expressly agree otherwise, at no additional cost to you. We may withhold reimbursement until we receive the goods or evidence that you have sent them back, whichever is earlier, unless we have offered to collect them.

You must send back or hand over the goods to us without undue delay and no later than 14 days after informing us of your withdrawal, unless we have offered to collect them. The deadline is met if you send the goods before the period expires. The return address is specified in the individual order terms; please contact us if that information is missing. Agreeing transport arrangements is not a condition for the validity of your withdrawal.

You bear the direct cost of returning the goods, unless we have agreed otherwise or have not provided the required information about that cost before the contract was concluded. For goods that cannot normally be returned by post because of their size, we provide the estimated direct return cost in the individual order terms before the contract is concluded. The goods must be protected during transport; the original packaging is recommended, but is not a condition for exercising the right of withdrawal.

3. Liability for diminished value

You are liable for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning. We do not charge a flat fee merely for exercising the right of withdrawal. You are not liable for diminished value if we have not provided the required information on the right of withdrawal.

Model Withdrawal Form

Complete and return this form only if you wish to withdraw from the contract. You may instead submit your own unequivocal statement.

To: Rogoz Audio Janusz Rogoż
ul. Andrzeja 10/5, 40-061 Katowice, Poland
Email: office@rogoz-audio.com

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract of sale of the following goods:

Goods

.....

Date of contract / date of receipt of the goods (*)

.....

Name of consumer(s)

.....

Address of consumer(s)

.....

Date

.....

Signature of consumer(s) — only if this form is submitted on paper

.....

(*) Delete as appropriate.

You may also provide the order number to help identify the purchase. The address above is for sending your withdrawal statement; the address for returning the goods is specified in the individual order terms.