

Right to Cancel for consumer

Cancellation Instructions

Status October 2021



Right to Cancel for consumer

You have the right to cancel this contract within fourteen (14) days without giving any reasons. The cancellation period is fourteen (14) days from the day when you or a third party designated by you who is not the carrier took possession of the goods.

To exercise your right to cancel, you must inform us,

TILLIG Modellbahnen GmbH

Promenade 1

01855 Sebnitz

Deutschland

Tel.: +49 35971 903 0

Fax: +49 35971 57444

E-Mail: info@tillig.com

of your decision to cancel this contract by sending a clear statement (e.g. by letter, telefax or email). You can use the attached TILLIG Modellbahnen specimen cancellation form for this, but there is no obligation to do so. You can also electronically fill in and submit the TILLIG Modellbahnen specimen cancellation form or any other clear statement on our website (cancellation form). If you make use of this possibility, we shall send you an acknowledgement of receipt of such cancellation without delay (e.g. by email). To meet the cancellation deadline, it shall suffice to send your notification concerning your exercise of the right to cancel before the cancellation period has expired.

Consequences of Cancellation

If you cancel this contract, we shall without delay, no later than within fourteen days from the day when we receive notification of your cancellation of this contract, refund to you all payments we have received from you, including the delivery charges. For such refund, we shall use the same means of payment that you used for the initial transaction, unless otherwise expressly agreed upon with you.

In no event shall you incur any fees in connection with such refund. We may refuse to give a refund until the goods have been returned to us or until you have provided proof that you have returned the goods, whichever point in time is earlier.

You must return or hand over the goods to us without delay, in any event no later than within fourteen (14) days from the day when you inform us of the cancellation of this contract. The deadline shall be deemed met if you send off the goods before the period of fourteen (14) days has expired.

You shall bear the direct cost of returning the goods. You shall be responsible for any loss of value of the goods only if such loss is the result of actions not necessary for inspecting the condition, features and functionality of the goods.

- End of the cancellation instructions -

Exclusion or premature lapse of the right to cancel

The right to cancel shall not apply in the case of contracts

- for the delivery of goods that have been manufactured in accordance with customer specifications or have clearly been tailored to personal needs or are, by their nature, not suitable to be returned or are quickly perishable or whose use-by date would be exceeded;

The right to cancel shall prematurely lapse in the case of contracts

- for the delivery of audio or video recordings or computer software in a sealed packaging if the seal has been removed after delivery.

TILLIG cancellation form

If you want to cancel the contract, please fill out this form and send it back:

TILLIG Modellbahnen GmbH

Promenade 1

01855 Sebnitz

Deutschland

Tel.: +49 35971 903 0

Fax: +49 35971 57444

E-Mail: info@tillig.com

I / we (*) hereby revoke the contract concluded by me / us (*) 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): _____

Signature of the consumer (s): _____

(*) Delete where inapplicable.

Your customer number: _____

Your order number: _____

Please tick / fill in:

- Defective goods - exchange / repair
- Goods ordered / delivered incorrectly
- W_Received goods too late
- You don't like the goods
- Other reason: _____

Item number:	Description:	Lot:	Price:
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Reason for sending in (brief error picture - for repair / guarantee):
