

Right of Revocation/Cancellation Policy

You have the right to withdraw from this contract within 14 days and without stating a reason. The revocation period is 14 days from the day on which you or a designated third party other than the carrier took or takes possession of the goods.

In order to exercise your right of revocation you must inform us, the company

XACK Worldwide
Propr.: Christian Langel@ddeke,
Bothenweg 20
D-36208 Wildeck-Obersuhl

Telephone number: +49 6626 284 332

Fax number: + 493221 108 990 747

Email: service@xack.com

of your decision to withdraw from this contract, by means of a clear explanation (e.g. via a letter sent by post, via fax or via email). To this end you may use the enclosed example withdrawal form, however this is not mandatory. Dispatch of the notice of revocation before the expiration of the revocation period is sufficient to comply with the revocation period.

Consequences of revocation

If you withdraw from this contract, we are obliged to return all payments that we have received from you, including delivery costs (excepting additional costs arising from you choosing a different delivery type to the low-cost, standard delivery offered by us), without delay and within 14 days from the day that we receive notification of your withdrawal from this contract. For this reimbursement we will use the same payment method that you used for the original transaction, unless expressly agreed otherwise with you; under no circumstances will you incur additional fees in connection with this reimbursement.

We have the right to refuse reimbursement until we have received the returned goods or until you have provided evidence that you have sent the goods back, depending on which of these falls at an earlier date.

You must send or hand over the goods to us without delay and in any case no later than 14 days from the day on which you inform us of your withdrawal from this contract. The deadline will be deemed to have been met if you send back the goods before the expiry of this 14 day period.

You are obligated to bear the immediate costs of sending back the goods.

You must bear the costs of any deterioration in value of the goods only if this deterioration can be attributed to the goods being handled in a way that is not necessary for testing their characteristics, properties and functionality.

Exclusions to the right of revocation

The right of revocation does not apply to contracts for the delivery of sealed goods that are not suitable for return due to health protection or hygiene reasons, if their seals have been removed after delivery.