

Cancellation right

Withdrawal

General Information

Please avoid damaging or soiling the merchandise, do not wash the merchandise before returning it, and do not remove the size label, as doing so will void your right of withdrawal. If possible, please return the merchandise to us in its original packaging. If you no longer have the original packaging, please ensure adequate protection against shipping damage by using suitable packaging. Please do not return the merchandise to us with shipping charges unpaid, as we will otherwise refuse to accept it.

Right of Withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the day on which you or a third party designated by you, other than the carrier, took possession of the last item(s). To exercise your right of withdrawal, you must inform us (Sebastian Ganze, Jahnallee 71, 04177 Leipzig) of your decision to withdraw from this contract by means of a clear statement (e.g., a letter sent by mail, fax, or email). To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising the right of withdrawal before the withdrawal period expires.

Consequences of Cancellation

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including delivery costs (with the exception of any additional costs resulting from your choice of a delivery method other than the cheapest standard delivery offered by us), without delay and no later than fourteen days from the day on which we receive notification of your withdrawal from this contract. We will use the same payment method you used for the original transaction for this refund, unless expressly agreed otherwise with you; in no event will you be charged any fees for this refund. We may withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever comes first. You must return or hand over the goods to us without delay and in any case no later than fourteen days from the day on which you notify us of your withdrawal from this contract. You are responsible for the direct costs of returning the goods. You will only be liable for any loss in value of the goods if this loss in value is attributable to handling of the goods that goes beyond what is necessary to check their condition, properties, and functionality.

Special Case:

Falling Below the Free Shipping Threshold Due to Cancellation or Return

If, in the case of a return, only part of the order is returned and the original order no longer meets the free shipping threshold, we are entitled to deduct the shipping costs from the refund amount.

Exclusion of the Right of Withdrawal:

The right of withdrawal does not apply to contracts for the delivery of goods that are not prefabricated and for which your individual selection or specification is decisive for their manufacture, or that are clearly tailored to your personal needs. Goods that are damaged or soiled, or that have already been washed, are excluded from the right of withdrawal.