

Right of withdrawal for the consumer

Right of withdrawal

You may revoke the order within a revocation period of one month in written form (for example: letter, fax, email) or by returning the goods. The revocation period does not start before the delivery and the receipt of your order. Timely dispatch of the revocation or the goods suffices as compliance with the one month time limit.

The revocation must be declared to:

Sortimo International GmbH
Dreilindenstraße 5
86441 Zusmarshausen
Deutschland

This period of time starts:

for you – by sending the written revocation or the goods to Sortimo International GmbH, for us

- with the receipt of the revocation or the goods.
- (in case of recurrent deliveries of goods of the same kind not before the first part delivery has been received) and not before we've complied with our information obligation according to § 312c section 2 German Civil Code in connection with § 1 sections 1, 2 and 4 German Civil Code InfoV and our obligations pursuant to § 312e section 1, sentence 1 German Civil Code in connection with § 3 German Civil Code InfoV.

Revocation consequences

In case of an effective revocation, payment or rewards received by one party is to be returned to the respective other, as are any other benefits derived from the order (for example: interest payment). If you cannot return the goods received in whole or in part, or only in a deteriorated state, you have to pay compensation for value insofar. There is no obligation to pay compensation for value, if the sole cause of the deterioration of the goods is a result of their proper use. Goods that can be returned by package shipment will be returned at our risk. If the value of the order does not exceed EUR 40 and the goods delivered correspond to the goods ordered you will have to bear the costs of return. Also in case of a higher price – if you had neither paid for in full or partially paid for the goods at the time of revocation, you will have to bear the costs of the return. In all other circumstances the costs of return will be borne by us. Goods that cannot be returned by package will be picked up. Obligatory refunds of payments must be made within 30 days.