

Formal notification regarding your right of withdrawal

(Cancellation Policy)

Right of withdrawal

As a consumer within the meaning of § 1 consumer protection act (Konsumentenschutzgesetz), you have the right to withdraw from and revoke the purchase contract with us within 14 (fourteen) days without stating reasons.

The 14-day withdrawal period begins on the day on which you or a third party named by you who is not the carrier comes into possession of the goods (delivery of the goods to you or to the third party named by you who is not the carrier).

If partial deliveries are made by us, the withdrawal period begins on the day on which you or a third party named by you who is not the carrier came into possession of the last delivered goods or the last partial shipment or the last item.

In order to exercise your right of withdrawal, you must inform us (Rieder Facades GmbH, Glemmerstraße 21, 5751 Maishofen, Austria, office@rieder.cc) by means of a clear declaration (e.g. a letter sent by post or email) of your decision to withdraw from the purchase contract with us and to revoke it. You may use the sample withdrawal form provided by us as a PDF document, which can be downloaded at www.rieder.cc/withdrawal/; however, this is not mandatory.

To comply with the withdrawal period, it is sufficient for the notification regarding your exercise of the right of withdrawal to be sent before the deadline.

Consequences of the withdrawal

If you withdraw from the purchase contract concluded with us or from your contract declaration (order), we must return all payments received from you, including shipping costs (except any additional costs arising from the fact that you have selected a delivery method other than our cheap standard delivery), immediately and no later than within fourteen days from the date on which the notification regarding your withdrawal from this contract has been received by us. For this refund we use the same means of payment you used for your original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this refund.

We have the right to refuse payment until we have received the goods or until you have provided proof that the goods have been sent back, whichever is earlier.

You must return the goods to us by post or in person immediately and in any case no later than within fourteen days from the date on which you have notified us about your withdrawal from the purchase contract you concluded with us. The deadline is deemed adhered to if you post the goods before the expiry of the period of fourteen days.

Please note: As the customer, you bear the direct costs of returning the goods.

You have to pay compensation for any loss in value of the goods only if this loss in value is due to a handling of the goods that is not necessary in order to check their condition, characteristics or proper functioning.

Exclusion of the right of withdrawal

The right of withdrawal does not apply to contracts relating to

- goods manufactured to the customer's specifications, or
- goods that are clearly tailored to your personal needs.