



## CANCELLATION POLICY

This is a translation of the applicable German cancellation policy of MERCONLOG GmbH (“Widerrufsbelehrung”). In case of any discrepancies between the German text and the English translation, the German text shall prevail.

### **Right to cancellation**

You have the right to cancel this contract within fourteen days without giving reasons.

The cancellation period is fourteen days from the day on which you or a third party designated by you, other than the carrier, has taken possession of the last item.

To exercise your right to cancellation, you must inform us at: MERCONLOG GmbH, Am Kaiserkai 69, 20457 Hamburg, telephone: +49 (0) 40 2285 999 20, fax: +49 (0) 40 2285 999 28, email: sales@merconlog.com, by means of a clear explanation (e.g., a letter sent by post, fax or email) regarding your decision to cancel this contract. You can use the attached sample cancellation form; however, this is not compulsory.

To comply with the cancellation period, it is sufficient that you submit the notice of the right to cancellation before expiration of the cancellation period.

### **Consequences of cancellation**

If you cancel this contract, we shall refund all payments that we have received from you, including delivery costs (with the exception of additional costs that arise should you have chosen a type of delivery other than the reasonable, standard delivery that was offered by us), immediately and at the latest, fourteen days from the day that notice of your cancellation has been received by us. To make refunds, we use the same payment method that you used for the original transaction, unless something different was explicitly agreed with you; on no account shall fees be charged as a result of this refund.

We can refuse the refund until we have received the goods or until you have provided evidence that you have sent the goods back, depending on which is earlier.

You must immediately and in every case return or handover the goods to us fourteen days (at the latest) from the day that you inform us of the cancellation of this contract. The deadline is ensured if you send the goods before the deadline of fourteen days has expired.

You shall bear all direct costs for returning the goods. Costs are estimated at around EUR 1,200 at most.

You must only pay for a possible loss in goods value resulting from handling them in a way other than what is necessary to ascertain the nature, characteristics and functions of the goods.

## Sample cancellation form

(If you want to cancel the contract, then please fill out this form and send it back to us.)

- To

MERCONLOG GmbH

Am Kaiserkai 69

20457 Hamburg

GERMANY

Telephone: +49 (0) 40 2285 999 20

FAX: +49 (0) 40 2285 999 28

Email: sales@merconlog.com

- I/we (\*) hereby cancel the contract concluded by me/us (\*) for the purchase of the following goods (\*)/the provision of the following service (\*)

- Ordered on (\*)/received on (\*)

- Name of the consumer(s)

- Address of the consumer(s)

- Signature of the consumer(s) (only for paper communications)

- Date

\_\_\_\_\_

(\*) Delete as applicable.