

Cancellation right for consumers

(A 'consumer' is any natural person who concludes a legal transaction which, to an overwhelming extent, cannot be attributed to either his commercial or independent professional activities.)

Instructions for revocation

Right to cancel

You have the right to cancel this contract within 30 days without giving any reason.

The cancellation period will expire after 30 days from the day,

- on which you or a third party nominated by you, which is not the carrier, had taken possession of the products, provided you had ordered one or more products within the scope of a standard order and this/these product/products is/are delivered uniformly;
- on which you or a third party nominated by you, which is not the carrier, had taken possession of the last product, provided you had ordered several products within the scope of a standard order and these products are delivered separately;
- on which you or a third party nominated by you, which is not the carrier, had taken possession of the last part delivery or the last unit, provided you had ordered a product, which is delivered in several part deliveries or units.

To exercise your right of withdrawal, you must inform us (VOSS GmbH & Co. KG, Ohrstedt-Bhf. Nord 5, 25885 Wester-Ohrstedt, Germany, Telephone number: 01452 346 204, email address: shop@electric-fence.co.uk) by means of a clear declaration (e.g. a letter sent by post, or an email) of your decision to withdraw from this contract. You can use the attached model withdrawal form for this purpose, which is, however, not mandatory. In order to safeguard the revocation period, it is sufficient that you send the notification about the exercise of the revocation right before the expiry of the revocation period.

Once we receive your notice, we will provide you with a free returns label via email. Please do not send the goods back to us at your own cost, as we **cannot refund** such expense.

Important: please do not return the goods to us on your own! Since the UK's exit from the EU, customs formalities are required. We will provide you with the necessary papers and a free label. We cannot refund expense for goods held up by customs due to missing paperwork.

Consequences of the revocation

If you revoke this contract, we shall repay all the payments, which we received from you, including the delivery costs (except for additional costs, which arise from that fact that you selected a form of delivery other than the most reasonable standard delivery offered by us), immediately and at the latest within 14 days from the day on which we received the notification about the revocation of this contract from you. We use the same means of payment, which you had originally used during the original transaction, for this repayment unless expressly agreed otherwise with you; you will not be charged any fees owing to this repayment.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You must return or transfer the products to us or **VOSS GmbH & Co. KG**

Halle 12, Tor 18
Am Güterbahnhof 2
24976 Handewitt
Germany

immediately and, in any case, at the latest within 14 days with effect from the day on which you inform us of the revocation of this contract. The deadline is maintained if you send the products before the expiry of the 14-day deadline.

We bear the costs for returning the products that can be shipped via parcels. You bear the direct costs for returning the products that cannot be shipped via parcels.

The price for products that cannot be shipped via parcel are estimated as indicated in the table below. See below).

kg	0-100	100-150	150-200	200-250	250-300	300-350	350-400	400-450	450-500	500-600	600-700	700-800	800-900
£	129	139	149	169	179	209	229	249	265	279	299	329	369

kg	900-1000	1000-1100	1100-1200	1200-1300	1300-1400	1400-1500	1500-1600	1600-1700	1700-1800	1800-1900	1900-2000
£	399	415	429	459	489	519	539	569	599	634	664

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Criteria for exclusion or expiry

The revocation right is not available for contracts

- for delivery of products, which are not prefabricated and for whose manufacturing an individual selection or stipulation by the consumer is important or which are clearly tailored to the personal requirements of the consumer;
- for delivery of products, which can spoil quickly or whose use by date would be exceeded quickly;
- for delivery of alcoholic drinks, whose price was agreed at the time of concluding the contract, which however can be delivered 30 days after the conclusion of the contract at the earliest and whose current value depends on the fluctuations in the market, on which the entrepreneur has no influence;
- for delivery of newspapers, periodicals, or magazines except for subscription contracts.

The revocation right expires prematurely in case of contracts

- for delivery of sealed products, which are not suitable for return for reasons of health protection or hygiene if their seal has been removed after the delivery;
- for delivery of products if they have been mixed inseparably with other goods after the delivery, owing to their condition;
- for delivery of sound or video recording or computer software in a sealed package if the seal has been removed after the delivery.

Specimen - revocation form

If you wish to revoke the contract, please let us know by calling our customer service 01452 346 204, sending an email or filling out this form and returning it to us.

Post: VOSS GmbH & Co. KG, Ohrstedt-Bhf. Nord 5, 25885 Wester-Ohrstedt, Germany

E Mail: shop@electric-fence.co.uk

Revocation

To VOSS GmbH & Co. KG, Ohrstedt-Bhf. Nord 5, 25885 Wester-Ohrstedt, Germany, 01452 346 204, electric-fence.co.uk:

I/we (*) hereby give notice that I/We (*) cancel my/our (*) contract of sale of the following goods (*)

Ordered on (*) / received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s):

Date:

(*) Delete as appropriate.