

FACT SHEET

Model Withdrawal Form (In effect from 13/06/2014)

“The Consumer Rights Directive – CRD” came into effect on the 13th of June, 2014. Amongst other things, there is a new Consumer Right of Withdrawal for distance contracts.

According to the new regulation, a company can make it possible for consumers to fill in and send a model withdrawal form or other declarations of withdrawal on their websites.

For this purpose, companies can soon incorporate model withdrawal form below into their website:

Model Withdrawal Form

(If you want to withdrawal the contract, then please fill in this form and send it to us.)

To (here is the name, address and possibly the fax number and e-mail address of the company, filled in by the company):

(Please fill in your company information, i.e.

Max Mustermann GesmbH, Musterstraße 1, 1234 Musterstadt, Fax number: 01 / 1234567, max@mustermann.at)

I/We, (*), hereby withdrawal my/our closed contract with (*) for the purchase of the following goods/services (*)

(The customer can fill in the relevant product here or they can fill in the corresponding electronic withdrawal form that is automatically displayed i.e.

1 x rubber boots (order number: 00000123), Total Price:)

Ordered on (*) (the customer or the system enters the date.) / Received on (*) (the customer or the system enters the date.)

- Consumer Name(s) (entered by the customer or system.)
- Consumer Address(s) (entered by the customer or system.)
- Consumer Signature (only when sent physically)
- Date

* delete as appropriate.

Please Note:

If the consumer makes use of this possibility, this form or a similar withdrawal form must be available to be filled in on their site, and the company must give the consumer immediate access to the withdrawal in a permanent medium (i.e. by e-mail).