

# Cancellation policy & cancellation form

Consumers who have their habitual residence in the EU or the EEA are entitled to a right of withdrawal according to the following provisions, whereby a consumer is any natural person who enters into a legal transaction for purposes that can predominantly be attributed neither to his commercial nor to his independent professional activity:

## A. Cancellation policy

### Right of withdrawal

You have the right to revoke this contract within fourteen days without giving any reason.

The revocation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, have taken or has taken possession of the last goods.

To exercise your right of withdrawal, you must inform us (Langehanenberg Ausbildungs- und Pflege GmbH, Temming 48, 48727 Billerbeck, Germany, e-mail: info@langehanenberg.de) by means of a clear declaration (e.g. a letter or e-mail sent by post) of your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, which is, however, not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notification of exercise of the right of withdrawal before the expiry of the withdrawal period.

### Consequences of the revocation

If you revoke this contract, we shall reimburse you for all payments we have received from you, including the costs of shipping to you, without undue delay and no later than within fourteen days from the day on which we received the notification of your revocation of this contract. For this repayment, we will use the same means of payment that you used in the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees because of this repayment. We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier.

You must return or hand over the goods to us without undue delay and in any case no later than within fourteen days from the day on which you notify us of the revocation of this contract. The deadline is met if you send the goods before the expiry of the period of fourteen days.

#### **You shall bear the direct costs of returning the goods.**

You will only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking the condition, properties and functioning of the goods.

### General important notes

1) Please avoid damage and contamination of the goods. If you try on products directly on the horse, please make sure that you use your own clean blanket, bandage pads or similar underneath, depending on the goods, to prevent animal hair and dirt from sticking. As far as possible, please return the goods to us in the original packaging with all accessories and with all packaging components. If necessary, use a protective outer packaging. If you no longer have the original packaging, please provide adequate protection against transport damage with suitable packaging.

2) Please return the goods to us with sufficient postage.

3) Please note that the aforementioned items 1-2 are not a prerequisite for the effective exercise of the right of withdrawal.

## B. Cancellation form

If you wish to revoke the contract, please fill out this form and return it to:

Langehanenberg Ausbildungs- und Pflege GmbH  
Temming 48  
D-48727 Billerbeck  
Germany

Email: [info@langehanenberg.de](mailto:info@langehanenberg.de)

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

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

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Name of the consumer(s)

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Address of the consumer(s)

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Signature of the consumer(s) (only in case of paper communication)

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Date

(\*) Unzutreffendes streichen