

Collectors Agenda

Statutory right of withdrawal

Right of withdrawal

You are entitled to withdraw from this Contract within fourteen (14) days without giving any reason for doing so.

The deadline for withdrawal shall be fourteen (14) days from the date on which you or a third party you have appointed, who is not the carrier, takes possession of the final goods delivered.

In order to exercise your statutory right of withdrawal, you must notify us (Collectors Agenda Art Editions OG, Salmgasse 4a, 1030 Vienna, Austria, E-mail: hello@collectorsagenda.com, Phone: +43 (0) 676 5929882) of your decision to withdraw from this Contract in a clear declaration (e.g. by sending a letter by mail or email). You may use the withdrawal form available in the General Terms & Conditions on our website for this purpose; however, it is not obligatory that you do so.

The withdrawal deadline shall be deemed as met, if you have sent the communication concerning the exercise of the right of withdrawal before the expiry of the deadline.

Consequences of withdrawal

If you withdraw from this Contract, we must reimburse you for any payments we have received from you, including delivery costs (excluding the additional costs incurred if you have selected a different type of delivery to the cheapest standard delivery option offered by us) without delay, but no later than fourteen (14) days after the day on which we receive the notice of your withdrawal from this Contract. We will use the same payment method you used for the original transaction in order to reimburse you unless otherwise expressly agreed; under no circumstances will you be charged a fee for this refund.

We may withhold the reimbursement until we have received the returned goods or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us without delay and no later than fourteen (14) days from the date on which you notify us of your withdrawal from this Contract. The deadline is deemed as met if you send the goods before the expiry of the fourteen-day deadline. We shall bear the costs of returning the goods.

You will only be liable for any diminished value of the goods if this loss in value is attributable to any use or handling of the goods which is not deemed necessary in order to verify the condition, features and functioning of the goods.

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Statutory right of withdrawal (continued)

Exclusions from the statutory right of withdrawal

The statutory right of withdrawal shall not apply in the following cases:

- delivery of goods which are not prefabricated and have been manufactured on the basis of a personal choice or according to customer specifications, or of goods which have clearly been tailored to the customer's personal requirements.
- delivery of sealed goods which are not suitable to be returned for reasons relating to health protection or hygiene if their seal has been removed after delivery.
- delivery of sealed goods which are not suitable to be returned for reasons relating to health protection or hygiene if their seal has been removed after delivery.
- delivery of newspapers, journals or magazines, excluding subscription contracts.