

Right of Withdrawal

1. Scope

This Right of Withdrawal Policy applies to consumers who enter into a distance contract with Technorama LLP where a statutory right of withdrawal applies.

A consumer is a natural person acting for purposes which are wholly or mainly outside their trade, business, craft or profession.

The statutory right of withdrawal described below does not apply to business customers unless Technorama LLP has expressly agreed otherwise.

Nothing in this policy limits any mandatory consumer rights that apply under applicable law.

2. Right of Withdrawal

As a consumer, you generally have the right to withdraw from an eligible distance contract within 14 days without giving any reason.

The withdrawal period is calculated as follows.

Goods

For the purchase of goods, the withdrawal period expires 14 days after the day on which you, or a third party designated by you other than the carrier, receives the goods.

If multiple goods ordered in one order are delivered separately, the withdrawal period expires 14 days after receipt of the last item.

For contracts involving the regular delivery of goods during a defined period, the withdrawal period expires 14 days after receipt of the first item.

Services and subscriptions

For services and subscriptions, the withdrawal period expires 14 days after the day on which the contract is concluded.

3. How to Exercise Your Right of Withdrawal

To exercise your right of withdrawal, you must inform us of your decision to withdraw from the contract by means of an unequivocal statement.

You may contact:

Technorama LLP
Energieweg 32 F
2382 NK Zoeterwoude Rijndijk
The Netherlands

Email: verkoop@technorama.nl

You may use the Model Withdrawal Form included below, but use of this form is not mandatory.

You may also communicate your decision by another clear statement, for example by email.

To meet the withdrawal deadline, it is sufficient that you send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

4. Effects of Withdrawal

If you withdraw from an eligible contract, we will reimburse payments received from you in relation to the withdrawn contract.

Where physical goods are involved, this includes the cost of our least expensive standard delivery method.

Additional delivery costs resulting from your choice of a more expensive delivery method will not be reimbursed.

We will make the reimbursement without undue delay and no later than 14 days after the day on which we are informed of your decision to withdraw.

We will normally use the same means of payment that you used for the original transaction, unless another method has been expressly agreed.

You will not be charged a fee by Technorama LLP for the reimbursement.

For contracts involving goods, we may withhold reimbursement until we have received the goods back or until you have provided evidence that you have returned the goods, whichever occurs first.

5. Returning Goods

Goods must be returned without undue delay and in any event no later than 14 days after the day on which you informed us that you are withdrawing from the contract.

Unless otherwise stated or agreed, you are responsible for the direct cost of returning the goods.

The return address will be provided by Technorama LLP where necessary. Goods should not be returned to an address other than the return address specified by us.

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

You may therefore inspect a product in substantially the same way as you would reasonably be able to inspect it in a physical shop.

6. Services That Start During the Withdrawal Period

Some of our services and subscriptions may start immediately after an order is placed.

Where you expressly request that a paid service begins during the 14-day withdrawal period, you may still exercise your right of withdrawal unless that right has lawfully ended.

If you withdraw after performance of the service has started, you may be required to pay an amount proportionate to the services that have already been provided up to the moment you inform us of your withdrawal.

If a service has been fully performed during the withdrawal period, the right of withdrawal may cease where:

- you expressly requested that performance begin during the withdrawal period; and
- you acknowledged that you would lose your right of withdrawal once the contract had been fully performed.

7. Digital Content

Different rules may apply to digital content that is supplied without a tangible medium.

Where immediate supply of digital content begins during the withdrawal period, the right of withdrawal may cease where the applicable legal requirements have been met, including the consumer's prior express consent and acknowledgement that the right of withdrawal will be lost when supply begins.

Where applicable, this consent will be requested separately during the ordering process.

8. Exceptions to the Right of Withdrawal

The statutory right of withdrawal does not apply where an exception under applicable consumer law applies.

This may include, where relevant:

- goods manufactured according to the consumer's specifications or clearly personalised;
- sealed goods which are not suitable for return for health protection or hygiene reasons where the seal has been broken after delivery;
- services that have been fully performed after the consumer expressly requested performance during the withdrawal period and acknowledged the loss of the right of withdrawal;
- digital content supplied without a tangible medium where supply has begun after the legally required express consent and acknowledgement.

An exception will only be relied upon where the applicable statutory requirements have been satisfied.

9. Defective or Non-Conforming Products

The right of withdrawal is separate from your statutory rights relating to defective or non-conforming goods, digital content or services.

Expiry of the withdrawal period does not affect any statutory guarantee or conformity rights that you may have under applicable consumer law.

Withdrawal Form

Complete and return this form only if you wish to withdraw from the contract.
Using this form is optional. You can also write a message yourself.

To

Technorama LLP
Energieweg 32 F
2382 NK Zoeterwoude Rijndijk
The Netherlands

Email: verkoop@technorama.nl

Withdrawal

I/We hereby give notice that I/We withdraw from my/our contract concerning:

☐ the sale of the following goods:

☐ the provision of the following service or subscription:

Subscription ID and/or Order ID, if available:

Consumer details

Name and Address of consumer(s):

Email address:

Signature of consumer(s):

Signature is required only if this form is submitted on paper.

Date:
