



EUROPEAN ORGANIZATION
OF TRANSLATORS AND INTERPRETERS

RIGHT OF WITHDRAWAL

In the case of a sales contract: 'on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.'

- You have the right to withdraw from the contract within 14 days without giving any reason.
- The withdrawal period pursuant to Art. 9 of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights will expire after 14 days from the day you have received the product purchased.
- To exercise the right of withdrawal, you must inform us of your decision to withdraw from the contract by an unequivocal statement by registered letter with acknowledgment of receipt addressed to EOTI - Heidenfeldstraße 8, 10249, Berlin (DE) or by means of electronic post to the email address info@eoti.online, on condition of written confirmation by registered letter with acknowledgment of receipt addressed to EOTI - Heidenfeldstraße 8, 10249, Berlin (DE) within the following 48 (fortyeight) hours. Shall prevail between the parties the stamp on the receipt issued by the post office.
- You can also electronically fill in and submit the model withdrawal form or any other unequivocal statement on our website <http://eoti.eu/terms-and-conditions/> If you use this option, we will communicate to you an acknowledgement of receipt of such a withdrawal on a durable medium (e.g. by email) without delay.
- To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.
- In the case where the supplier has failed to fulfill the information about the existence, procedures and deadlines for the return or collection of the goods, if the aforementioned right of withdrawal is exercised pursuant to Art. 355 of the German Civil Code, BGB, the deadline for exercising the right of withdrawal is 14 (fourteen) days from the date of receipt of the goods by the Consumer..
- You will not be entitled to any right of withdrawal in the case of supplying of audio or video recordings or computer software, whose seal was broken by yourself, in the case of supplying of goods made to your specifications or clearly customized or which, by virtue of their nature, cannot be returned or are liable to deteriorate or expire rapidly, such as supply of newspapers, periodicals and magazines and in the case of supplying of goods, the price of which is dependent on financial market rate fluctuations beyond the control of the EOTI.

Effects of withdrawal

- If you withdraw from the contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from the contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. The only expenses due from you when you exercise the right of withdrawal pursuant to this Article shall be the direct expenses of returning such goods to EOTI.
- 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. In any case to be entitled to a full refund of the price paid, the goods shall be returned undamaged and in a good state of repair.

- You must send back the goods or hand them over to EOTI, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from the contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.
- 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.