

**Right of cancellation**

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the goods. To exercise your right of cancellation, you must contact us at - KleinMed AG, Hinterbergstrasse 24, CH-6312 Steinhausen, Switzerland, e-mail: info@biorelax.com - by means of a clear statement (e.g. a letter sent by post, fax or e-mail) of your decision to cancel this contract. You can use the cancellation form below or in your order confirmation e-mail attached to your order confirmation email (although this is not mandatory). To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the cancellation period.

**Consequences of cancellation**

If you withdraw from this 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 this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment. We may withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earliest. You must return the goods immediately and in any case within fourteen days at the latest from the day on which you inform us of the cancellation of this contract.

For returns from an EU country and non-European countries, please use the following recipient address: SG Spedition, c/o KleinMed AG, Hauptstraße 99, 78244 Gottmadingen, Germany.

For returns within Switzerland, please use the following recipient address: KleinMed AG, Hinterbergstrasse 24, CH-6312 Steinhausen.

The deadline is met if you dispatch the goods before the period of fourteen days has expired. You bear the direct costs of returning the goods. 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.

**Reference to non-existent right of cancellation**

The right of cancellation does not apply to distance contracts

- for the delivery of goods which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly customised to the personal needs of the consumer,
- for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery,
- for the delivery of goods if they have been inseparably mixed with other goods after delivery due to their nature.

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**Cancellation form**

If you wish to cancel your order, please fill out this form and send it back to us by e-mail or by post to: KleinMed AG, Hinterbergstrasse 24, CH-6312 Steinhausen, Switzerland, e-mail: info@biorelax.com

I/we hereby cancel the contract concluded by me/us for the purchase of the following goods:

ordered on ..... received on .....

Name of the consumer(s) .....

Address of the consumer(s) .....

Date: .....

Signature of the consumer(s) (only for notification on paper): .....