

Right to Withdraw for Consumers

(A consumer is any natural person that performs a legal transaction that cannot be attributed to either their commercial activities or to any independent business.)

Right to Withdraw for Goods

You have the right to withdraw from contract within fourteen days without stating a reason. The withdrawal period is fourteen days from the day on which the contract was concluded. To exercise your right to withdraw, you must notify us:

Pickawood GmbH
Rödingsmarkt 20
20459 Hamburg
Telephone +49 (0) 40-524 77 770
E-Mail: info@pickawood.com

in a clear statement (e.g., a posted letter, a fax or an e-mail) of your decision to withdraw from this contract. You may use the sample withdrawal form provided, though this is not obligatory. You can download the withdrawal form [here](#).

To satisfy the keeping of the withdrawal period it is sufficient that you have sent your notification of exercising of the right to withdraw within this withdrawal period.

Consequences of Withdrawal

If you withdraw from this contract, we are obliged to refund to you all payments that we have received from you, including delivery costs (excluding any additional costs incurred because you chose a different form of delivery from the lowest-cost, standard delivery offered by us), immediately and not later than within fourteen days from the time that we receive your notification of withdrawal from this contract. In making the refund, we will use the same payment method that you used in the original transaction, unless something otherwise has been previously expressly agreed with you; under no circumstances will charges be raised against you in respect of the refund.

We will collect the goods from you. We will meet the costs of returning goods that can be returned using the ordinary postal service. You will meet the direct costs of returning goods that cannot be returned using the ordinary postal service because of their condition. For goods that cannot be returned using the ordinary postal service because of their condition, these costs are € 49. You will only have to pay for any loss in value to the goods where this loss in value is attributable to their having been handled in a way other than as is necessary to ascertain their condition, properties and function.

The right of cancellation does not apply in the case of the following contracts:
Contracts for the supply of goods that are not ready made and the manufacture of which requires an individual choice or specification by the consumer or that are tailored uniquely to the consumer's personal requirements.

Right to Withdraw for Services

You have the right to withdraw from contract within fourteen days without stating a reason. The withdrawal period is fourteen days from the day on which the contract was concluded. To exercise your right to withdraw, you must notify us:

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Consequences of Withdrawal

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If you have requested that the services commence during the withdrawal period, you must pay us an appropriate amount that corresponds to the services that have been delivered at the time that you notify us of your exercising of the right to withdrawal from this contract as a proportion of the overall scope of the services provided for in the contract.

Special Notes

Your right of cancellation expires early if the contract is fully satisfied by both sides at your express request before you have asserted your right of cancellation.

End of cancellation policy