

*Extract from the General Terms and Conditions*

### **13. RIGHT OF WITHDRAWAL FOR CONSUMERS**

#### 1. Right of Withdrawal

1. The Consumer has the right to withdraw from the contract concluded with EET within 14 days without giving any reason.
2. The withdrawal period starts 14 days from
  - a. the day on which the Consumer or a third party designated by the Consumer, who is not the carrier, has taken possession of the goods; or
  - b. – in case of separate delivery of several goods or delivery in multiple partial shipments or pieces – the day on which the Consumer or a third party designated by the Consumer, who is not the carrier, has taken possession of the last goods/partial shipment/item.
3. In order to exercise the right of withdrawal, the Consumer must notify EET of the decision to withdraw from the contract by means of a clear statement (e.g. by means of a letter sent by post or e-mail) submitted to

[info@eet.energy](mailto:info@eet.energy),

+43 316 232203

or by post to

**EET – Efficient Energy Technology GmbH**

**Paula-Wallisch-Straße 14, 8055 Graz**

**Styria, Austria**

4. The Consumer can (optionally) use the sample withdrawal form below (section 12.7), but this is not mandatory. The sample withdrawal form is also available on <https://www.eet.energy/en/right-of-withdrawal/>
5. To comply with the withdrawal period, it is sufficient that the Consumer dispatches the notification of the Consumer's exercise of the right of withdrawal before the expiry of the withdrawal period.

#### 2. Consequences of Withdrawal

1. If the Consumer withdraws from this contract, EET shall reimburse the Consumer for all payments EET has received from the Consumer, including delivery costs (with the exception of additional costs resulting from the Consumer's choice of a type of delivery other than the cheapest standard delivery offered by EET), without undue delay and at the latest within 14 days from the day on which EET received notification of your withdrawal from the respective contract. EET will

use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with the Consumer; in no event will the Consumer be charged for this refund.

2. EET may refuse repayment until EET has received the goods back or until the Consumer has provided proof that the Consumer has returned the goods, whichever is the earlier.
3. The Consumer shall return or hand over the goods without undue delay and in any event not later than 14 days from the day on which the Consumer has notified EET of the withdrawal from this contract, to the following address:

**EET – Efficient Energy Technology GmbH**  
**Paula-Wallisch-Straße 14, 8055 Graz**  
**Styria, Austria**

The deadline is met if the Consumer dispatches the goods before the 14-day period has expired.

4. The Consumer shall bear the direct costs of returning the goods.
  5. The Consumer shall only be liable for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking their condition, properties and functionality.
3. Sample withdrawal form

(If you wish to cancel the contract, please fill out this form and send it back to us)

- To EET – Efficient Energy Technology GmbH, Paula-Wallisch-Straße 14, 8055 Graz, Styria, Austria; email: [info@eet.energy](mailto:info@eet.energy)
- I/we (\*) hereby revoke the contract concluded by me/us (\*) regarding the purchase of the following goods (\*)/the provision of the following services (\*)
- Ordered on (\*) / received on (\*)
- Name of the Consumer(s)
- Address of the Consumer(s)
- Signature of the Consumer(s) (only for notification on paper)
- Date

(\*) Delete as applicable

4. Exceptions to the right of withdrawal:

The Consumer has no right of withdrawal for goods that are manufactured according to Consumer specifications or are clearly tailored to personal needs.