

WITHDRAWAL POLICY

Right of withdrawal

in writing (e.g. by letter, fax or email) or – if the goods have been delivered to you before the expiry of this period – by returning the goods. The period begins upon receipt of this notice in writing, but not before the goods have been received by the recipient (in the case of recurring deliveries of goods of the same type, not before receipt of the first partial delivery) and also not before we have fulfilled our information obligations in accordance with Article 246(2) in conjunction with Section 1(1) and (2) of the Introductory Act to the German Civil Code (EGBGB). To meet the withdrawal deadline, it is sufficient to dispatch the notice of withdrawal or the goods in good time. You may use the attached model withdrawal form for this purpose, although this is not mandatory.

The notice of withdrawal should be sent to:

Sternefeld Medien GmbH
Niederkasseler Str. 1
40547 Düsseldorf
Tel +49-211-57708-0
Email leserservice@sternfeld.de

Consequences of withdrawal

In the event of a valid withdrawal, the goods and services received by both parties must be returned and any benefits derived (e.g. interest) must be surrendered. If you are unable to return the goods and services received to us, either in full or in part, or can only return them in a deteriorated condition, you may be required to compensate us for the loss in value to that extent. In the case of the supply of goods, this does not apply if the deterioration of the goods is attributable solely to their inspection – as would have been possible, for example, in a high-street shop. Furthermore, you can avoid the obligation to pay compensation for any deterioration caused by using the goods in accordance with their intended purpose by not using the goods as if they were your property and by refraining from anything that might impair their value. Items that can be sent by parcel post are to be returned at our risk. You must bear the costs of the return shipment if the goods delivered correspond to those ordered and if the price of the item to be returned does not exceed 40 euros, or if, in the case of a higher price, you have not yet provided the consideration or made a contractually agreed instalment payment at the time of withdrawal. Otherwise, the return is free of charge for you. Obligations to refund payments must be fulfilled within 30 days. For you, this period begins when you send your notice of withdrawal or the goods; for us, it begins upon receipt.

Your right of withdrawal will cease to apply early if the contract has been fully performed by both parties at your express request before you have exercised your right of withdrawal.