



WITHDRAWAL POLICY
Right of withdrawal
Customer has the right to withdraw from the Contract within fourteen (14) days without giving any reason.
The withdrawal period is fourteen (14) days from the day on which the Customer or a third party named by Customer, who is not the carrier, took possession of the goods.
In order to exercise the right of withdrawal, Customer must inform Togg (Togg Europe GmbH, Schelmenwasenstraße 34, 70567 Stuttgart, Germany, Telephone: +49 711 7815 8644, e-mail: toggcare@togg.de) by means of a clear statement (e.g. a letter sent by post, fax or e-mail) of Customers decision to withdraw from the Contract. Customer can use the sample withdrawal form in down below but this is not mandatory. If Customer makes use of this option, Togg will immediately send a confirmation of receipt of such a withdrawal, e.g. via e-mail.
To comply with the withdrawal period, it is sufficient for Customer to send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.
Consequences of withdrawal
If Customer withdraws from the Contract, Togg shall reimburse to Customer all payments received from Customer, including any costs of delivery (with the exception of the supplementary costs resulting from Customers 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 fourteen (14) days from the day on which Togg is informed about Customers decision to withdraw from the Contract. For this repayment, Togg will use the same means of payment that Customer used for the original transaction, unless expressly agreed otherwise with Customer; in no case will Customer be charged any fees for this repayment.
Togg may refuse to refund until Togg has received the goods back or until Customer has provided proof that they have returned the goods, whichever is earlier.
Customer must return or hand over the goods to the delivering retailer immediately and in any case no later than fourteen (14) days from the day on which Customer has informed Togg of the withdrawal from the contract. The deadline is met if Customer sends the goods before the expiry of the fourteen (14) day period.
Customer shall bear the direct costs of returning the goods.
Customer shall only be liable for any loss in value of the goods if this loss in value is attributable to handling of the goods that is not necessary for testing their condition, properties and functionality.

**Sample withdrawal form:**

If Customer wishes to withdraw from the Contract, please complete and return this form:

To Togg (Togg Europe GmbH, Schelmenwasenstraße 34, 70567 Stuttgart, Germany, Telephone: +49 711 7815 8644, e-mail: toggcare@togg.de: I/we (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*)

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