

# Right of Withdrawal (Cancellation policy)

If the participant is a consumer within the meaning of § 13 BGB, the following applies:

You have the right to withdraw from this contract within fourteen days without providing any reason. The withdrawal period is fourteen days from the date of conclusion of the contract.

To exercise the right to cancel, you must inform Bitkom Servicegesellschaft mbH, Albrechtstraße 10, 10117 Berlin, phone: 030.275.76.444, e-mail: [compliance@bitkom-consult.de](mailto:compliance@bitkom-consult.de) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You can use the attached sample withdrawal form, but this is not mandatory.

In order to comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

## **Consequences of Withdrawal:**

If you withdraw from this contract, Bitkom Servicegesellschaft mbH shall reimburse to you all payments received from you by Bitkom Servicegesellschaft mbH, 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 Bitkom Servicegesellschaft mbH), without undue delay and in any event not later than 14 days from the day on which Bitkom Servicegesellschaft mbH is informed about your decision to withdraw from this contract. For this repayment, Bitkom Servicegesellschaft mbH will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; under no circumstances will you be charged any fees for this repayment.

If you have requested that the service should commence during the withdrawal period, you must inform Bitkom

Servicegesellschaft mbH a reasonable amount corresponding to the proportion of the services already provided by the time you inform Bitkom Servicegesellschaft mbH of the exercise of the right of withdrawal with regard to this contract compared to the total scope of the services provided for in the contract.



### **Sample Withdrawal Form:**

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

To Bitkom Servicegesellschaft mbH,  
Albrechtstrasse 10,  
10117 Berlin,  
E-mail: [info@bitkom-services.de](mailto:info@bitkom-services.de).

I/we (\*) hereby revoke the contract concluded by me/us (\*) for the provision of the following services (\*)/

- Ordered on (\*)/received on (\*):
- Name of the consumer(s):
- Address of the consumer(s):
- Date:

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(\*) Delete as appropriate.

**End of the policy**