

Cancellation Terms

Revocation Right for Consumers

You have the right to cancel this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you, or a third party named by you, who is not the carrier, have taken possession of the last goods.

To exercise your right of cancellation, you must inform us (Trier Tourismus und Marketing GmbH, Sichelstraße 34-36, 54290 Trier, info@triershop.de, phone [+49 \(0\)651 978080](tel:+49(0)651978080)) by means of a clear declaration (e.g. posted letter or e-mail) of your decision to cancel this contract.

You can use the attached sample withdrawal form for this purpose, which is, however, not mandatory.

To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the end of the cancellation period.

Consequences of the revocation

If you withdraw from this contract, we shall refund all payments we have received from you, including the delivery costs (with the exception of the additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without undue delay and at the latest within fourteen days from the day on which we received the notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment.

We may refuse to refund you until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to Trier Tourismus und Marketing GmbH, Sichelstraße 34-36, 54290 Trier immediately and in any case within fourteen days at the latest from the day on which you inform us of the cancellation of this contract. The deadline is met if you dispatch the goods before the period of fourteen days has expired.

You bear the direct costs of returning the goods.

You 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.

Unless the parties have agreed otherwise, the right of cancellation does not apply to the following contracts:

- Contracts for the supply of goods which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.
- Contracts for the delivery of perishable goods or whose expiry date would be quickly exceeded.
- Contracts for the delivery of sealed goods which are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

- Contracts for the delivery of sound or video recordings or computer software in a sealed package if the seal has been removed after delivery.
- Contracts for the supply of newspapers, periodicals or magazines with the exception of subscription contracts.

Sample Withdrawal Form

If you wish to cancel your contract, please complete and return this form by regular mail or via e-mail.

To
Trier Tourismus und Marketing GmbH
Sichelstraße 34-36
D-54290 Trier

E-Mail: info@triershop.de

I hereby revoke the contract concluded by me:

Order / customer number: _____

Description of the goods or services purchased:

Order date: _____

Goods received on: _____

Your name: _____

Your address: _____

Date: _____

Your signature (*only for communication on paper*): _____