

## Cancellation policy

### Right of withdrawal for consumers

A consumer is any natural person who enters into a legal transaction for purposes that can predominantly be attributed neither to his commercial nor to his independent professional activity.

### Right of withdrawal

You have the right to cancel this contract within fourteen days without giving any reason. The revocation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has or has taken possession of the goods.

To exercise your right of withdrawal, you must send us:

**sullus GmbH & Co. KG**  
**Döhlener Gewerbering 11**  
**01705 Freital (Germany)**

**Tel.: +49 351 850 71 000**  
**Fax: +49 351 413 92 595**

**Email: [info@sullus.com](mailto:info@sullus.com)**

by means of a clear statement (eg a letter sent by mail, fax or e-mail) about your decision to revoke this contract. For this purpose, you can use the attached sample cancellation form, which is, however, not mandatory. To comply with the withdrawal period, it is sufficient that you send the notice of exercise of the right of withdrawal before the expiry of the withdrawal period.

### Consequences of the withdrawal

If you revoke this contract, we must return to you all payments that we have received from you, including the delivery costs (with the exception of the additional costs resulting from the fact 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 receive your notification to revoke of this contract. For this repayment, we will use the same way of payment that you used for the original transaction, unless otherwise expressly agreed with you. When otherwise expressly agreed with you; you won't be charged 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 the earlier.

You have to return or hand over the goods to us immediately and in any case no later than fourteen days from the date on which you informed us of the cancellation of this contract. The deadline is met if you send the goods before the period of fourteen days has expired.

You bear the direct costs for returning the goods.

You only have to pay for any loss of value of the goods if this loss of value is due to the handling of the goods which is not necessary for checking their condition, properties and functionality.

### The right of withdrawal in distance selling does not exist:

In the case of delivery 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 (**generally all cylinders, keys and locking systems**).

## Cancellation form

If you wish to cancel the contract, please complete and return this form. **Please be sure to send the original invoice.**

**The right of withdrawal in distance selling does not exist:**

In the case of delivery 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 (**generally all cylinders, keys and locking systems**).

**sullus GmbH & Co. KG**  
**Döhlener Gewerbering 11**  
**01705 Freital (Germany)**

**Fax: +49 351 850 71 000**  
**Email: [info@sullus.com](mailto:info@sullus.com)**

I/we hereby revoke the contract concluded by me/us for the purchase of the following goods

---

---

---

---

---

order number: 100 \_\_\_\_\_ ordered on/received on: \_\_\_\_\_

first name and surname: \_\_\_\_\_

address:

---

---

---

---

---

\_\_\_\_\_  
date, place

\_\_\_\_\_  
signatur (only for communication on paper)

\* delete as applicable.