



## RETURN FORM

- §1 Goods purchased online that are unused may be returned within 14 days of receipt without providing any reason.
- §2 Used or defective goods may be returned to us for repair/replacement under the 2-year statutory warranty.
- §3 For damages such as broken glass, dents, scratches, etc. that occurred after delivery, any warranty claims are excluded.
- §4 If a warranty inspection shows that no defect exists, we reserve the right to charge a **handling fee of EUR 40.00 plus shipping costs**.
- §5 Unused goods that were damaged during transport must be reported immediately upon receipt.
- §6 Returns within the first 6 months after purchase are free of charge for customers in Germany under warranty. You will receive a corresponding return label from MODALO GmbH by email.
- §7 Returns sent without postage paid ("freight collect") cannot be accepted.
- §8 Please always return the goods in the original packaging or in equivalent, secure packaging. Damages resulting from insufficient packaging may be charged to you or deducted from the refund amount.
- §9 In case of heavy soiling, we reserve the right to charge a **cleaning fee of EUR 70.00 or refuse the return**.
- §10 Paint or leather damage cannot be repaired.
- §11 Please use this return form exclusively for each return. It must be fully completed and enclosed with the purchase receipt in the return shipment. Returns without the form cannot be processed!
- §12 Once the return has been accepted, we will refund the purchase amount using the same payment method you used in the original transaction.
- §13 A manufacturer's warranty is only granted if the products were purchased from MODALO or an authorized dealer. Please also refer to our warranty conditions in the General Terms and Conditions of MODALO GmbH ([www.modalo.com/agb](http://www.modalo.com/agb)).

<b>Buyer Information:*</b> Customer Number: _____ Invoice Number: _____ Phone: _____ Email: _____ Model/No.: _____ Reason for Return: Defective Withdrawal within 14 days Transport damage Excessive operating noise	<b>Delivery Address:*</b> Name, First Name: _____ Address Line: _____ Street/No.: _____ Postal Code, City: _____ Purchase Date: _____ If defective, please specify: Does not switch on Motor(s) not functioning (not rotating) Control defective Other _____
<b>Payment method for refund:</b> Credit card Paypal Bank transfer:	Account holder: _____ IBAN: _____ Bank: _____ BIC: _____

\* Required fields

Notes / Error Description:

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Please print out this form and enclose it with your return shipment. Alternatively, you can save the completed form and send it to us as an email attachment.

Return address:  
MODALO GmbH  
Rungedamm 20  
21035 Hamburg  
Germany

\_\_\_\_\_  
Place, Date, Signature



## CANCELLATION POLICY

### RIGHT OF WITHDRAWAL

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

The withdrawal period is fourteen days from the day you, or a third party named by you who is not the carrier,

- have taken possession of the goods (§1),
- in the case of a single order of several goods, have taken possession of the last good (§2),
- in the case of delivery in several partial shipments or pieces, have taken possession of the last partial shipment or piece (§3), or
- in the case of a contract for the regular delivery of goods over a defined period of time, have taken possession of the first good (§4).

To exercise your right of withdrawal, you must inform us (Modalo GmbH, Rungedamm 20, 21035 Hamburg, e-mail: [service@modalo.com](mailto:service@modalo.com), fax: +49 40 3680999 29) of your decision to revoke this contract by means of a clear statement (e.g. by post, fax, or e-mail).

To comply with the deadline, it is sufficient that you send the notification of exercising the right of withdrawal before the withdrawal period has expired.

### CONSEQUENCES OF WITHDRAWAL

If you withdraw from this contract, we will refund all payments we have received from you, including delivery costs (except for additional costs arising from choosing a method of delivery other than our standard delivery), without undue delay and at the latest within fourteen days from the day we receive notification of your withdrawal.

We will use the same means of payment for the refund that you used in the original transaction, unless otherwise expressly agreed. You will not incur any fees for this refund.

We may withhold the refund until we have received the goods back or you have provided proof that you have returned the goods, whichever is earlier (§5).

### RETURN OF GOODS

You must send back or hand over the goods to us (Modalo GmbH, Rungedamm 20, 21035 Hamburg) without undue delay and in any event no later than fourteen days from the day on which you informed us about the withdrawal of this contract (§6). The deadline is met if you dispatch the goods before the period of fourteen days has expired. You shall bear the direct costs of returning the goods (§7). For returns within Germany, these costs are estimated at about EUR 11.50 (§8).

You are only liable for any diminished value of the goods if this loss in value is due to handling of the goods beyond what is necessary to establish the nature, characteristics, and functioning of the goods (§9).