Cancellation right

Withdrawal 1

1. Cancellation policy

The right of withdrawal is governed by Section 335 of the German Civil Code (BGB). It serves to protect consumers and gives them the opportunity to withdraw from certain contracts within a statutory period of fourteen days. This includes all legal transactions concluded by means of distance communication, i.e. by telephone, fax, letter or Internet. The regulation also applies to door-to-door sales.
The withdrawal does not have to contain a reason and must be made in writing. To comply with the deadline, it is sufficient to send the cancellation within 14 days after taking possession of the goods by you or a third party named by you. In order to exercise the right of cancellation you must notify us by means of a clear declaration to:

electrotherm Gesellschaft für Sensorik und thermische Messtechnik mbH
Gewerbepark 6
99331 Geratal, OT Geraberg
Germany

Phone: +49 3677 7956 0
Fax: +49 3677 7956 25
Email: info@electrotherm.de

communicate

The right of withdrawal does not apply if the item was custom-made and fulfills the guaranteed functions.

Consequences of the revocation

After the revocation you will get back all payments that we have received from you. The return of the WAre will be at your expense. Goods that are damaged or depreciated cannot be returned. You have to return the goods immediately and within the period of 14 days to the above address. We can refuse the refund until we have received the goods.