

# Cancellation Instructions



## Revocation rights for customer

You have the right to revoke this contract within fourteen days without specifying any reasons. The revocation period is fourteen days with effect from the day,

- on which you or a third party nominated by you, which is not the carrier, had taken possession of the products, provided you had ordered one or more products within the scope of a standard order and this/these product/products is/are delivered uniformly;
- on which you or a third party nominated by you, which is not the carrier, had taken possession of the last product, provided you had ordered several products within the scope of a standard order and these products are delivered separately;

In order to exercise your revocation right, you must inform us

SVS Nachrichtentechnik GmbH • Zeppelinstr. 10 • D-72818 Trochtelfingen  
Kontakt: E-Mail: [home@svs-funk.com](mailto:home@svs-funk.com) • Telefon: +49 (0) 7124 92 86 - 0

of your decision to revoke this contract by means of a clear declaration (e.g. a letter sent via post or email). You can use the enclosed specimen revocation form for this, which however is not mandatory.

In order to safeguard the revocation period, it is sufficient that you send the notification about the exercise of the revocation right before the expiry of the revocation period.

## Consequences of the revocation

If you revoke this contract, we shall repay all the payments, which we received from you, including the delivery costs (with the exception of additional costs, which arise from that fact that you selected a form of delivery other than the most reasonable standard delivery offered by us), immediately and at the latest within fourteen days from the day on which we received the notification about the revocation of this contract from you. We use the same means of payment, which you had originally used during the original transaction, for this repayment unless expressly agreed otherwise with you; you will not be charged any fees owing to this repayment.

We can refuse the repayment until the products are returned to us or until you have furnished evidence that you have sent the products back to us, depending on whichever is earlier.

You must return or transfer the products to us

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immediately and, in any case, at the latest within fourteen days with effect from the day on which you inform us of the revocation of this contract. The deadline is maintained if you send the products before the expiry of the fourteen-day deadline.

You bear the costs of returning the ordered goods.

## Criteria for exclusion or expiry

The revocation right is not available for contracts for delivery of products, which are not prefabricated and for whose manufacturing an individual selection or stipulation by the consumer is important or which are clearly tailored to the personal requirements of the consumer; for delivery of products, which can spoil quickly or whose use-by date would be exceeded quickly;

## Specimen - revocation form

If you wish to revoke the contract, please fill up this form and send it back to us.

To : SVS Nachrichtentechnik GmbH  
CEO: Frank Simon  
Zeppelinstr. 10  
D-72818 Trochtelfingen  
E-Mail: home@svs-funk.com  
Telefon: +49 (0) 7124 92 86 – 0

I/we (*) herewith revoke the contract concluded by me/ us (*) regarding the purchase of the following products (*)/ the provision of the following service (*)
Ordered on (*)/ received on (*)
Name of the consumer(s)
Address of the consumer(s)
Signature of the consumer(s) (only in case of a notification on paper)
Date

(\*) Cross out the incorrect option.

### Returns

The modalities mentioned in this section "Returns" are not a prerequisite for the effective exercise of the revocation right for consumers.

Customers are requested to announce the return of goods (SVS Nachrichtentechnik GmbH, Tel.: +49 (0) 7124-9286-0, Email: home@svs-funk.com)

Customers are requested to send the goods back to the seller as a prepaid parcel and to keep the proof of delivery. You bear the immediate costs of returning the goods. Customers are requested to avoid damage or contamination of the goods. If possible, the goods should be returned to the seller in their original packaging with all accessories. If the original packaging is no longer in the buyer's possession, other suitable packaging should be used to provide adequate protection against transport damage and to avoid any claims for damages due to defective packaging.