# Withdrawal Instructions and Model Form | B2C

Version 10 November 2026 | Draft for legal approval – not yet released

## Important scope note

This notice is only for eligible distance or off-premises sales of goods delivered in a single consignment. Separate statutory notices may be required for split deliveries, services, digital products or genuinely customized goods. For goods that cannot normally be returned by post, the estimated return costs must be specified before contract conclusion.

## Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period expires 14 days after the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the goods. To exercise your right, inform us (L & R Kältetechnik GmbH & Co. KG, Art of Cryo, Hachener Straße 90a-c, 59846 Sundern, Germany; email: contact@artofcryo.com) by an unequivocal statement, for example a letter or email. You may use the attached model form but are not required to do so. It is sufficient to send your notice before the period expires.

## Effects of withdrawal

If you withdraw, we shall reimburse all payments received from you, including the cost of our least expensive standard delivery (but excluding additional costs of another delivery option), without undue delay and no later than 14 days after receiving your notice. We will use the same means of payment unless expressly agreed otherwise, without fees. We may withhold reimbursement until we receive the goods back or you provide evidence of having sent them back, whichever is earlier. You must return or hand over the goods without undue delay and within 14 days after informing us; sending them before that period expires is sufficient. You bear the direct cost of returning the goods. For goods not normally returnable by post, the estimated return cost must instead be stated before purchase: [INSERT ESTIMATED RETURN COST IN EUR]. You are liable for diminished value only where caused by handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

## Model withdrawal form

To: L & R Kältetechnik GmbH & Co. KG, Art of Cryo, Hachener Straße 90a-c, 59846 Sundern, Germany; contact@artofcryo.com. I/We (*) hereby withdraw from my/our (*) contract for the sale of the following goods: _____. Ordered on (*) / received on (*): _____. Name: _____. Address: _____. Date: _____. Signature (only if submitted on paper): _____. (*) Delete as appropriate.