

Withdrawal Policy

Consumers shall have a right of revocation in accordance with the following provisions, whereby a consumer shall be any individual who concludes a legal transaction for purposes, which can predominantly be attributed neither to their commercial nor to their independent professional activity:

Right of withdrawal

You have the right to revoke this contract without giving reasons.

The cancellation period is fourteen days

- from the day on which you or a third party designated by you, who is not the carrier, took possession of the last goods or has in the case of contracts for the delivery of goods.
- from the day the contract is concluded in the case of contracts for services or digital content.

In order to exercise your right of withdrawal, you must inform us (SONNENTOR Kräuterhandels GmbH, Sprögnitz 10, 3913 Sprögnitz, Austria, Tel.: [+43 2875/7256](tel:+4328757256), E-Mail: office@sonnentor.at) using a clear statement (e.g. a letter sent by post, or e-mail) of your decision to withdraw from this contract. You can use the attached model cancellation form for this, but it is not mandatory.

To meet the cancellation deadline, it is sufficient for you to send the communication regarding the exercise of the right of withdrawal before the cancellation period has expired.

Consequences of the withdrawal

If you cancel this contract, we will return to you all payments that we have received from you, including delivery costs (with the exception of the additional costs resulting from the fact that you have chosen a different type of delivery than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days from the day on which we received the notification of your cancellation of this contract. For this repayment, we use the same means of payment that you used in the original transaction, unless you used one of the instant payment methods (credit card, instant transfer, Paypal) or something else was expressly agreed with you; under no circumstances will you be charged fees for this repayment. If you paid by credit card, instant transfer or Paypal, please send us your account details for a return transfer.

In the case of contracts for the delivery of goods, we can withhold repayment until we have received the goods back or until you have provided proof that you have sent back the goods, whichever is the earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you notify us of the cancellation of this contract.

The deadline is met if you send the goods back before the period of fourteen days has expired.

The direct costs of returning the goods must be borne by you.

You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for testing the quality, characteristics and functioning of the goods. In the case of contracts for services, if you have requested that the services should begin during the cancellation period, you must pay us a reasonable amount which corresponds to the proportion of services already provided compared to the total scope of services provided for in the contract.

Exclusion or premature expiry of the right of withdrawal

The right of withdrawal does not apply to contracts for the delivery of goods that are not prefabricated and for the production of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.

The right of withdrawal expires prematurely in the case of contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal was removed after delivery.

The right of withdrawal does not apply to contracts for the provision of non-residential accommodation services, carriage of goods, motor vehicle hire, supply of food and drink and the provision of other services related to leisure activities if the contract includes a specific date or period for the provision.

The right of withdrawal does not apply to consumers who, at the time of the conclusion of the contract, do not belong to a Member State of the European Union and whose sole residence and delivery address at the time of the conclusion of the contract are outside the European Union.

Withdrawal form

(If you want to cancel the contract, please fill out this form and send it back)

To:
SONNENTOR Kräuterhandels GmbH,
Sprögnitz 10,
3913 Sprögnitz
Austria
Telephone: +43(0)2875/7256
office@sonnentor.at

I/we (*) hereby wish to cancel the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*)

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Invoice number/ order number (*)

Ordered on (*)/received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of the consumer(s) (only in the case of notification on paper)

Date.....

(*) Delete where not applicable.