

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 date of conclusion of the contract.

To exercise your right of cancellation, you must inform us, portable24 UG (haftungsbeschränkt), Pestalozzistraße 25, 22305, email: support@portable24.eu, of your decision to cancel this contract by means of a clear statement (e.g. a letter sent by post or email). You can use the attached sample withdrawal form for this purpose, but this is not mandatory.

To meet the cancellation deadline, it is sufficient for you to send your notification of exercising your right of cancellation before the cancellation period expires.

Consequences of withdrawal:

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days of the day on which we receive notification of your withdrawal from this contract. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund.

The right of withdrawal expires in the case of a contract for the delivery of digital content that is not stored on a physical data carrier if we have begun to execute the contract after you

- a) expressly agreed that we may begin executing the contract before the expiry of the withdrawal period, and
- b) you have confirmed your knowledge that by agreeing to the commencement of the execution of the contract, you lose your right of withdrawal.

Sample withdrawal form:

(If you wish to withdraw from the contract, please fill out this form and return it to us.)

To portable24 UG (haftungsbeschränkt), Pestalozzistraße 25,
22305, telephone number: 040 / 21040525, email:
support@portable24.eu:

Dear Sir or Madam,

I/we (*) hereby withdraw from the contract concluded by me/us (*)
for the purchase of the following goods (*)/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 for paper notifications)
- Date

() Delete as appropriate.*