



verbraucherzentrale

Niedersachsen

CHECKLISTE WIDERRUF

So kommen Sie zu Ihrem Recht!

Checklist: Revocation

What do you have to pay attention to in cases of revocation?

Existence of the Right of Revocation

A Right of Revocation exists in cases of orders in the internet, mail-order or selling by telephone, letter, email or fax.

In addition to this with completion of contract in pedestrian zones, public transport, or at the front door, inasmuch you are the consumer and your contracting partner is an independent trader.

Statutory Period for Revocation

- You have to revoke the contract within 14 days.
- The time limit for a revocation begins with the day after you have received the ordered goods in total. Or, when the issue of a contract are services, e.g. a contract for mobile communications, on the day after the completion of contract.
- **Precondition:** You were properly informed before the completion of contract about your right of revocation.
- Have you not been thus informed, the time limit starts with the proper information. the return
- The right of revocation expires after one year and 14 days at the latest.

Declaration of a Revocation

- Declare your revocation in writing and provable, e.g. by registered mail or fax. Sending back the goods is not enough!
- Manufacturers are obliged to provide a form for revocation. If you fill this in and add it to your return, the revocation is valid.

Return of Goods

- You have to return the goods to the manufacturer within 14 days of your revocation.
- You pay the cost of the return, but only if the manufacturer has informed you of this before completion of contract.
- If you have paid already, the purchase price will be refunded to you only after the reception of the goods by the manufacturer.

Value Compensation

- You have the right to check ordered goods in the same way as in a shop.
- **Note:** If you use the product overmuch, you will have to compensate the manufacturer for this if he has pointed this out to you.
- In case of services, you have to pay the independent trader for them before the notice of revocation.
Precondition: You were informed about this, and you have explicitly demanded the services start

Exceptions

- Holidays, tickets for concerts, made-to-measure clothes, and highly perishable goods cannot be revoked.
- The seals of CDs, DVDs, health or hygiene products should not be taken off because the right of revocation becomes void.
- There are a lot of further exceptions!
- Immediately

