



## CANCELLATION POLICY

### **Legal right of withdrawal for consumers when purchasing Modena Estense items**

Below you will find the legally required instruction on the requirements and consequences of the withdrawal and right of withdrawal.

As a consumer, you have the right to withdraw from this contract within fourteen days without giving a reason. The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, took possession of the last goods.

In order to claim your right of withdrawal, you must contact us

Modena Estense 1598 S.r.l.  
Piazza Roma 30  
I-41121 Modena  
Italia  
Phone: +43 6215 88 51 40  
Fax: +43 6215 88 51  
E-Mail: [service@modenaestense.com](mailto:service@modenaestense.com)

with a clear statement (e.g. fax or e-mail) about your decision to withdraw from this contract. You can use the attached sample revocation form for this, but this is not mandatory.

In order to comply with the cancellation period, it is sufficient for you to send the communication regarding the exercise of the right of cancellation before the cancellation period has expired.

### **Consequences of the revocation:**

If you withdraw this contract, we must reimburse you for all payments that we have received from you, including delivery costs, immediately and at the latest within fourteen days from the day on which we received notification of your revocation of this contract. For this repayment, we use the same payment method that you used for the original transaction, unless something else was expressly agreed with you. You will not be charged any fees for this repayment.

We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.



You must return or hand over the goods to us immediately and in any case no later than 14 days from the day on which you inform us of the cancellation of this contract. The deadline is met if you send back the goods before the period of 14 days has expired. You bear the costs of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods. This is particularly the case when goods are opened.

**The right of withdrawal does not apply to contracts:**

-for the delivery of goods that can spoil quickly or whose use-by date would quickly expire;

- for the delivery of sealed goods which, for reasons of health protection or hygiene, are not suitable for return if their seal has been removed after delivery;

- for the delivery of goods if these were inseparably mixed with other goods after delivery due to their nature;

**Do you still have questions about your return?**

Do not hesitate and contact us - we will help you with pleasure.