

Withdrawal Instruction and Sample Withdrawal Form

1. Withdrawal instruction (*Widerrufsbelehrung*)

When concluding a distance contract (*Fernabsatzvertrag*), consumers generally have a statutory right of withdrawal (*Widerrufsrecht*), about which we provide information below in accordance with the statutory model. The exceptions to the right of withdrawal are presented in section 2. A sample withdrawal form (*Muster-Widerrufsformular*) can be found in section 3.

Withdrawal instruction

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving reasons.

The withdrawal period is fourteen days from the day on which you or a third party designated by you (other than a carrier) took or has taken possession of the goods.

To exercise your right of withdrawal, you must notify us

DO IT! Gesellschaft für Field-Activation, Event-Management und Sponsoring mbH, Bahnstraße 2, 40212 Düsseldorf, phone: +49 (0) 211 864 120, fax: +49 (0) 211 864 1228, e-mail: digitalx.ticketing@doit.de

by means of an explicit statement (for example by a letter sent by post, fax or e-mail) of your decision to withdraw from this contract. You can use the attached sample withdrawal form, which is not mandatory.

To meet the deadline, it is sufficient that you send notification of the exercise of your right of withdrawal before the end of the withdrawal period.

Consequences of withdrawal

If you withdraw from this contract, we shall promptly refund to you all payments we have received from you, including delivery costs (with the exception of additional costs arising from your choice of a different method of delivery from the cheapest standard delivery we offered), and at the latest within fourteen days of the day on which we receive notification of your withdrawal from of this contract. For this refund, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this repayment.

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

You must promptly return or hand over the goods to us, and in any case within fourteen days at the latest from the day on which you inform us of the cancellation of this contract. This deadline is met if you dispatch the goods before the expiry of the fourteen-day period.

You are to bear the direct costs for returning the goods.

You shall only be liable for any loss of value of the goods if this loss of value is due to handling of the goods, which is not necessary for checking their nature, properties and functioning.

2. Exceptions to the right of withdrawal

According to section 312g(2)(1)(9) of the German Civil Code (BGB), the statutory right of withdrawal for distance contracts does not apply to the purchase of tickets for scheduled events in connection with leisure activities. This means that a two-week right of withdrawal and return does not exist in this respect. Purchased tickets will not be taken back. Outside the scope of these exceptions, there is a right of withdrawal and return for customers with regard to the purchase of tickets, vouchers and goods in accordance with the statutory provisions.

3. Sample withdrawal form

In accordance with the statutory provisions, we provide the following information on the sample withdrawal form:

Sample withdrawal form

If you want to withdraw from this contract, please fill out this form and return it:

– Send to:

DO IT! GmbH
Bahnstraße 2
40212 Dusseldorf

Fax: +49 (0) 211 864 1228
E-mail: digitalx.ticketing@doit.de

– 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 notification)

– Date

(*) Delete as applicable

Sample withdrawal form as download