

Cancellation Policy & Cancellation Form

A. Cancellation Policy

Introduction

Consumers are entitled to a right of withdrawal under the following conditions, where consumers are any natural person who concludes a legal transaction for purposes that cannot predominantly be attributed to their commercial or self-employed professional activity:

Right of Withdrawal

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

The withdrawal 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.

To exercise your right of withdrawal, you must inform us (Ante Lukac, Chilla Shop, Föhrenweg 6, 91336 Heroldsbach, Germany, Tel.: 015150783978, Email: info@chillapparel.shop) by means of a clear statement (e.g., a letter sent by post or email) of your decision to withdraw from this contract. You can use the attached sample withdrawal form, but this is not mandatory.

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

Consequences of Withdrawal

If you withdraw from this contract, we shall reimburse you for all payments received from you, including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of

such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of fourteen days has expired.

We will bear the cost 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.

General Information

1) Please avoid damaging and soiling the goods. Please return the goods, if possible, in the original packaging with all accessories and all packaging components. If the original packaging is no longer available, please ensure that the goods are appropriately packaged to prevent damage during shipping.

2) Please do not send the goods back to us freight collect.

3) Please note that the terms mentioned in items 1-2 above are not a prerequisite for the effective exercise of the right of withdrawal.

B. Withdrawal Form

If you wish to withdraw from the contract, please complete this form and return it to:

Ante Lukac

Chilla Shop

Föhrenweg 6

91336 Heroldsbach

Germany

Email: info@chillapparel.shop

I/we (*) hereby withdraw from the contract for the purchase of the following goods (*)/the provision of the following service (*):

Ordered on (*) _____/received on (*) _____

Name of consumer(s)

Address of consumer(s)

Consumer(s) signature (only for paper communication)

Date

(*) Delete as appropriate