

Withdrawal Instructions

Right of Withdrawal

You may without giving any reason withdraw from the contract within 14 days by sending a withdrawal notice in text format (e.g. letter, Fax, email). The withdrawal period starts upon receipt of these withdrawal instructions in text format, not, however, before the receipt of the goods (in case of recurring deliveries of goods of the same kind not before receipt of the first partial delivery). The timely dispatch of the withdrawal notice is sufficient to meet the withdrawal period. The withdrawal notice is to be addressed to:

IDENTsmart GmbH

Carl-von-Ossietzky-Straße 3

D-83043 Bad Aibling

+ 49 8104 899 90 40

E-Mail:info@identsmart.com

Consequences of the Withdrawal

In case of a valid withdrawal, either party has to return what it received from the other party and transfer to the other party any gains received therefrom (e.g. interest), if any. If you cannot return the goods and gains (e.g. benefits from usage) - in whole or in part - or can only return the goods and gains – in whole or in part - in a deteriorated condition, you have to compensate us for lost value, if any. For the deterioration of the goods you need only compensate us as far as such is due to any handling of the goods, which exceeds the examination of the characteristics and functionality of the goods. “Examination of the characteristics and functionality” means testing and trying out the respective goods as is possible and customary in a store. Goods that can be shipped by parcel mail are to be returned at our risk. You have to bear the regular costs for the return shipment. Reimbursement obligations must be met within 14 days. The period starts for you when you dispatch the withdrawal notice and for us upon our receipt of same.

Termination of Right of Withdrawal when ordering Software

- If you order software on media, the right of withdrawal terminates when the shrink-wrap is removed or damaged.
- If you order software for download, the right of withdrawal terminates as soon as we send you the license key by email provided you have (a) expressly agreed that we send you the license key before the end of the 14 day withdrawal period, and (b) confirmed that you have taken notice that the right of withdrawal terminates with such agreement.

Withdrawal Template

Your withdrawal notice must contain all data mentioned in this template and shall be sent to the following address:

IDENTsmart GmbH

Carl-von-Ossietzky-Straße 3

D-83043 Bad Aibling

+ 49 8104 899 90 40

E-Mail: info@identsmart.com

I/we (*) hereby withdraw the contract concluded for the purchase of the following

Goods:

.....

order date (*) / date of receipt (*):...../.....

my/our (*) name :

my/our address (*)

.....

Signature:.....

(only if submitted in hardcopy)

city/date:

(*)Please delete where inapplicable.