

§ 11 Right of withdrawal

1. If the client is a consumer within the meaning of § 13 BGB (German Civil Code), they have a 14-day right of withdrawal in the event of conclusion of a contract. According to § 13, a consumer is any natural person who enters into a legal transaction for purposes that are predominantly neither commercial nor their independent professional activity.
2. The client is hereby informed of their right of withdrawal:

Cancellation policy

Right of withdrawal:

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period is 14 days from the date of conclusion of the contract. To exercise your right of withdrawal, you must inform us (WATERKOTTE GmbH, Sophie-Opel Straße 20, 44803 Bochum, email:info@waterkotte.de) of your decision to withdraw from this contract by means of a clear statement (e.g., a letter sent by post or email). You can use the sample withdrawal form on our homepage at www.waterkotte.de/service/vor-ort-wartung, but this is not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notification of your exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of revocation:

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the inexpensive standard delivery offered by us), without delay and at the latest within 14 days of the day on which we receive notification of your withdrawal from this contract. We will use the same means of payment for the refund as you used for the original transaction, unless expressly agreed otherwise with you. In no event will you be charged for this refund.

If you have requested that the services should commence during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the point in time at which you inform us of the exercise of the right of withdrawal with regard to this contract, compared to the total scope of the services provided for in the contract.