

Revocation Policy for Consumers

Consumers have the following right of revocation:

You have the right to withdraw from this contract within fourteen days without giving any reason. The revocation period is fourteen days from the day of the conclusion of the contract for RMA services or fourteen days from the day on which you or a third party named by you, who is not the carrier, have taken possession of the goods. The withdrawal period is also 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 or the last partial shipment.

To exercise your right of withdrawal, you must inform us

mechatron GmbH
Werner-von-Siemens-Straße 35
64319 Pfungstadt
Germany

Tel.: +49 6151 49 244 76

Fax: +49 6151 49 244 89

of your decision to withdraw from this contract by means of a clear statement (e.g., a letter sent by post, fax or e-mail). You can use the sample withdrawal form for consumers as a PDF download, but this is not mandatory.

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

Consequences of revocation

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary 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 14 days from the day on which we are informed about your decision to withdraw from this contract.

For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; under no circumstances will you be charged any fees for this repayment.

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

You must return or hand over the goods to us

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immediately and in any case within fourteen days at the latest from the day on which you inform us of the revocation of this contract or to hand it over. The deadline is met if you send the goods before the period of fourteen days has expired.

If the goods are with us at the time of revocation, we will return the goods immediately and in any case within fourteen days at the latest from the day on which you inform us of the revocation of this contract to the address specified in your revocation. The deadline is met if we dispatch the goods before the period of fourteen days has expired.

In the event of a withdrawal, you shall bear the direct costs of returning the goods.

You shall only be 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.

If you have requested that the RMA service 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 time 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.

In the case of a contract for the provision of services, the right of revocation also expires if mechatron GmbH has provided the RMA services in full and has only begun to perform the service after the consumer has given his express consent and at the same time confirmed his knowledge that he loses his right of revocation upon complete fulfillment of the contract by us.

Status: 09.02.2024