

## **Sample information on the right of withdrawal and a model withdrawal form**

### a) Model notice on the right of withdrawal

<b>1. Right of withdrawal</b>
1.1. Within 14 days of concluding the contract, you have the right to withdraw from this contract without giving a reason.
1.2. For the purpose of exercising the right of withdrawal, you must inform Aga24, s.r.o., ID 037 30 689, with its registered office at Nová Tovární 1940, 737 01 Český Těšín, in writing (e.g. by a letter sent through a postal service provider or by e-mail). You can use the attached sample withdrawal form or the complaint form that you can find on the website.
1.3. In order to comply with the withdrawal period, it is sufficient to send the withdrawal before the expiry of the relevant period.
<b>2. Consequences of withdrawal</b>
2.1. If you withdraw from the contract, we will refund to you without undue delay, no later than 14 days from the date on which we receive your notice of withdrawal, all payments received from you, including delivery costs (excluding additional costs incurred as a result of your chosen delivery method, which is different from the cheapest standard delivery method offered by us). By withdrawing from the contract, you will not incur additional costs. Please note that we will refund the payment upon receipt of the goods in question or if you can prove that you have sent the goods back, whichever comes first.
2.2. Send back the goods without undue delay, no later than 14 days from the date of withdrawal from this contract, or hand them over to the Seller's address specified above. The deadline is considered to have been met if you send the goods back to us before the expiry of 14 days. You will bear the direct costs associated with returning the goods.
2.3. You are only responsible for the depreciation of the goods as a result of handling the goods in a manner other than that necessary to familiarise yourself with the nature and characteristics of the goods, including their functionality.

(b) Model withdrawal form

*(please fill in this form and send it back only if you wish to withdraw from the contract)*

**Notice of withdrawal**

Aga24, s.r.o., ID 037 30 689, with its registered office at Nová Tovární 1940, 737 01 Český Těšín

- **I hereby announce (\*) that I hereby withdraw (\*) from the contract for the purchase of these goods (\*)**
  
- **Order date (\*)/ date of receipt (\*)**
  
- **Order number**
  
- **Name and surname of the consumer(s)**
  
- **Address of the consumer(s)**
  
- **Refund Account Number / For SK IBAN SWIFT**
  
- **Signature of the consumer(s) (if the form is sent in paper form)**
  
- **Date**

*(\*) cross out the inappropriate information or add the information*