

Cancellation policy

1. Cancellation rights

You have the right to cancel this contract within fourteen days, without the need to provide a reason.

The deadline for cancellation is fourteen days from the day on which you, or a named third party who is not the carrier, took receipt of the goods.

In order to exercise your right to cancel the contract you must provide us:

BYTSCH Technology UG (limited liability)
Geestbogen 16
24941 Flensburg
Germany
Email: info@feelplex.de
Phone: +494615056581
Fax: +494615056580

with an unambiguous statement (e.g. a letter sent by mail, a fax or an email) informing us of your intention to cancel the contract. You may use the attached cancellation form template, but this is not mandatory.

Sending your statement informing us of your intention to cancel the contract before the deadline has passed is sufficient to ensure your cancellation is within the deadline.

2. Consequences of cancellation

If you cancel this contract, we are obliged to repay any payments you have made to us, including shipping costs (with the exceptions of extra fees incurred by choosing another type of shipment than the cheaper, standard shipment that we offer), immediately and no later than fourteen days from the day on which we received your statement informing us of your intention to cancel the contract. We will use the same payment method to make the refund that you used in the original transaction, unless we have expressly agreed to another payment method with you: in either case, you feel not be charged any fees as a result of the refund.

We may withhold the refund until we have received the goods or you have proven that the goods have been dispatched, whichever occurs first.

You must return the goods immediately and within fourteen days from the day on which you informed us of your intention to cancel the contract. The deadline will be considered to have been met if you dispatch the goods before the end of these fourteen days.

You are liable for the direct costs of returning the goods to us.

You are only liable for any loss in the goods' value if this loss is due to handling in a way that is unnecessary to check the goods' condition, properties or function.

3. Cancellation form template

(If you wish to cancel the contract, please fill in this form and return it to us)

– BYTSCH Technology UG (limited liability)

Geestbogen 16

24941 Flensburg

Germany

Email: info@feelplex.de

Phone: +494615056581

Fax: +494615056580

– I/we (*) hereby cancel the contract entered into for the purchase of the following goods(*)/the following services(*)

– Ordered on(*)/received on(*):

– Name of the consumer(s):

– Address of the consumer(s):

– Signature of the consumer(s) (only necessary on hard copies):

– Date:

(*) Cross out all that are not applicable.