

Right of Withdrawal

Withdrawal Instructions

You have the right to withdraw from the contract (without having to give any reason therefor) within fourteen (14) days. The withdrawal deadline is equal to fourteen (14) days starting on the day that you (or a third party determined by you, who is however not the carrier) will have taken possession of the product, or, in the event of a part delivery, starting on the day upon which you will have taken possession of the last product to be delivered. In order to exercise your right of withdrawal, you have to inform us by means of a clear declaration of your decision to withdraw from the contract. In order to do this, you can use the sample form below, the use of which is however not mandatory. The declaration is to be addressed to:

**Frank Engelhardt
NENA-SHOP
Bergische Landstr. 25
51503 Rösrath
Germany**

To safeguard and keep the withdrawal deadline, it is sufficient that the notification with regard to the exercise of the right of withdrawal be sent before the expiry of the withdrawal deadline.

Consequences of Withdrawal

When you withdraw from the contract, we have to promptly pay you back - at the latest within fourteen (14) days after we shall have received your notice of withdrawal from the contract - all payments we have received from you, including the delivery costs (with the exception of additional delivery costs incurred through your choice of a different form of delivery other than the cheapest form of delivery we offer as standard delivery). For the refund, we will use the same method of payment which you used for the original transaction, unless something different was expressly agreed with you; in no event however will we charge you fees for this refund. We are entitled to refuse the refund until we have received the goods to be returned or until you shall have provided us with proof that you have sent back the goods to be returned, whichever shall be the earlier date. You shall only have pay for any loss of value of the product when such loss of value shall result from your handling of the applicable product in a manner which goes beyond simply verifying the condition, the characteristics and operation of the product in question. The product is to be promptly and in each instance returned or handed over to the following address within fourteen (14) days from the day upon which you informed us of your withdrawal from the contract:

**Frank Engelhardt
NENA-SHOP
Bergische Landstr. 25
51503 Rösrath
Germany**

The deadline is shall be deemed to have been met, when you forward the product prior to the expiration of the fourteen (14) day deadline. The costs of returning the product will have to be born by you.

End of the Withdrawal Instructions