

## Cancellation policy

### Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving a reason.

The cancellation period is 14 days from the day on which you or a third party named by you that is not the carrier has taken possession of the goods. (see § 11 FAGG para. 2 Z.2)

There is no right of withdrawal from the contract if you have redeemed the voucher before the expiry of the above period.

To exercise your right of withdrawal you have to

#### **GMS GOURMET GmbH**

Café in the Art History Museum in Vienna,  
Burgring 5, 1010 Vienna  
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make a clear declaration regarding your decision to withdraw from the contract (e.g. by posted letter or email). You may use the attached sample withdrawal form, but this is not mandatory.

To comply with the withdrawal period, it is sufficient for the notification regarding your exercise of the right of withdrawal to be sent before the deadline.

### The consequences of a withdrawal

If you withdraw from this contract, we must return all payments received from you, including shipping costs (except any additional costs arising from the fact that you have selected a delivery method other than our cheap standard delivery), immediately and no later than within fourteen days from the date on which the notification regarding your withdrawal from this contract has been received by us. For this refund we use the same means of payment you used for your original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this refund.

We have the right to refuse payment until we have received the vouchers or until you have provided proof that the goods have been sent back, whichever is earlier.

You must return the goods to us by post or in person immediately and in any case no later than within fourteen days from the date on which you have notified us about your withdrawal from the contract.

The deadline is deemed adhered to if you post the goods before the expiry of the period of fourteen days.



You bear the direct costs of returning the goods.

You have to pay compensation for any loss in value of the goods only if this loss in value is due to a handling of the goods that is not necessary in order to check their condition, characteristics or proper functioning.



## Withdrawal form

(If you want to withdraw from the contract, please complete this form and return it)

- To

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I hereby withdraw from the contract I entered into for the purchase of the following goods:

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Ordered on \_\_\_\_\_

Received on \_\_\_\_\_

Name of consumer(s)

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Address of consumer(s)

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Signature of consumer \_\_\_\_\_

Date \_\_\_\_\_