

Appendix № 2

Information regarding the right of withdrawal from the contract

The Customer has the right of withdrawal from the contract within 14 days. The said term starts as of the date of receipt of the goods.

In order to exercise the right of withdrawal from the contract, the customer may send an email in free text as well as use the standard withdrawal form, as well - Appendix 1.

In case the customer exercises his/her right of withdrawal from the contract, KNAPP GmbH will refund all payments received from the client, including the delivery expenses, within 14 (fourteen) days as of date on which the cancellation of the contract has been made, provided the purchased goods has been returned to KNAPP GmbH.

The amount will be refunded, without additional expenses for the customer, except: (i) those for delivery in case he/she has chosen a delivery option, different from the standard order delivery option, which is cheapest for KNAPP GmbH, as well as (ii) the expenses for return of the goods. The refund will be made through the same means of payment, used by the customer at the initial transaction, except when the customer has expressed his/her explicit consent for using a different means of payment.

The customer shall return the goods to KNAPP GmbH within 14 days as of the date of expressing his/her request for withdrawal from the contract.

In case of withdrawal from the contract by the customer, KNAPP GmbH is entitled to withhold the refund of the amount until receipt of the goods returned by the customer, unless KNAPP GmbH has proposed to collect the goods personally.

The right of cancellation shall not apply to the purchase of tailor-made goods, produced pursuant to the customer's order or in accordance to his/her individual requirements, as well as where the goods supplied were sealed, have been unsealed by the consumer and are not then suitable for return due to health protection or hygiene reasons.