

Instructions on withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods, or in case of partial deliveries, physical possession of the last goods.

To exercise the right of withdrawal, you must inform us (Fenix Outdoor E-Com AB, Brogatan 141, 894 35 Sjölevad, Sweden, Tel.: +46 (0) 660 490890*) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory. You can also electronically fill in and submit the model withdrawal form or any other unequivocal statement via the contact form on our website <https://support.hanwag.com/hc/en-gb/requests/new>. If you use this option, we will communicate to you an acknowledgement of receipt of such a withdrawal on a durable medium (e.g. by e-mail) without delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us,

Fenix Outdoor E-Com AB, return center: Fenix Outdoor E-Com AB, Am Alten Flugplatz 5, 19288 Ludwigslust, Germany

without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

For more information on returns and how to obtain a return shipping label, please visit our website:

<https://www.hanwag.com/eu/en-gb/customer-service/returns>

* International call charges apply. Additional charges may apply for calls from the mobile network.

Withdrawal form

If you wish to withdraw from the contract, please complete this withdrawal form and send it to us.

Fenix Outdoor E-Com AB
Brogatan 141, 894 35 Sjölevad, Schweden

The easiest way to send us the withdrawal form is online:

<https://support.hanwag.com/hc/en-gb/requests/new>

I/We (*) hereby give notice that I/we (*) withdraw the sale of the following goods:

Order number _____

Ordered on/received on (*) _____

Name of consumer(s) _____

Address of consumer(s) _____

Place, date

Signature (only if this form is notified on paper)

(*) Delete as appropriate.