

Conditions for Orderers at Interzoo.digital 2021

1 Event

1.1 Event

Interzoo - the leading international trade fair for the pet sector - is taking place digitally in 2021 i.e., virtually, without any physical presence, between 1 June 2021 (9 o'clock) and 4 June 2021 (midnight) (live phase). There may be a soft opening in advance and a post event phase after the end of the live phase. The dates and times relate to the time zone Berlin, Europe, i.e., Central European Time (CET), taking into account the summer and winter time regulation that applies to this time zone. There is no entitlement to the phases before and after the live phase.

Attendee interaction will only take place using electronic communications on the platform. This platform includes all web pages reached after the login; it is irrelevant here if these are pages that can only be reached by certain persons, e.g., to administer attendee profiles, or if these are pages to which all logged in persons have access. The platform is referred to as the "Event" in the following.

Interzoo is reserved exclusively for trade visitors and is aimed at trading companies that stock pets and/or pet supplies, manufacturers of pet food and accessories, veterinarians, official agencies and commercial users, such as pet clinics, non-medical pet practitioners, boarding kennels and grooming salons.

1.2 Organizer

The Organizer is Wirtschaftsgemeinschaft Zoologischer Fachbetriebe GmbH (WZF), Mainzer Strasse 10, 65185 Wiesbaden, Germany, wzf@interzoo.digital, www.zzf.de.

2 Contractual Basis

2.1.1 Contracting Parties

The Contracting Parties are you, as an Orderer of access data for attendees at the Event and us, the Organizer.

2.1.2 Offer and Conclusion of an Agreement

An order of access data for an attendee of the Event is only bookable via the portal provided by the Organizer for this purpose.

At the end of the order process the Orderer submits a binding offer by clicking on the button provided that indicates this is subject to costs. The Orderer shall be tied to this offer until its acceptance or rejection by the Organizer. If the Organizer only confirms receipt of the offer, this shall not be deemed to be acceptance of the offer. The Organizer shall give an explicit declaration of acceptance. There is no entitlement to acceptance. Any registration by means other than the portal provided by the Organizer and the process stipulated by the Organizer is not possible.

2.1.3 Attendee Registration, Trade Visitors, Resale Prohibition

Access data is personalised and non-transferable. Therefore, each attendee must register in the registration portal before the actual order is placed and provide the disclosures requested there. Mandatory disclosures are indicated. The data that must be given includes in particular master data, such as an email address, address, name, company, business address, as well as what is known as structural data, such as the area of activity, corporate division, investment intentions and area of interest.

If the Orderer wants to acquire access data for a third party as the attendee, this third party will receive a link to the registration portal via email and must make the disclosures requested there. The Organizer reserves the right to refuse to grant access to the Event to third parties that it assesses not to be classified as trade visitors.

If the Orderer wants to attend itself, it must go through this registration process and classification as a trade visitor during the order process.

The access data will be sent exclusively on logging in by the attendee, i.e., to the Orderer or the third party. Any forwarding to persons other than those specified on acquisition is not permitted. Resale is not permitted. The Orderer is not entitled to reproduce or amend the access data. Copies of an access are invalid and do not provide authorisation to use the Event.

2.1.4 Login to the Event

The attendee will only be sent the access data and a link to the login page after registration.

The attendee must register on this login page by entering their access data and will initially receive a session password by email (also called a "Token"). By entering this session password, the attendee will gain access to the Event ("Login").

2.1.5 Terms and Conditions Applicable to Orderers

These General Terms and Conditions apply exclusively to the order and the resulting agreement in the version applicable at the point in time of the Orderer's offer. Unilateral reservations or conditions of the Orderer shall not be considered.

2.1.6 Information Obligation

As a main contractual obligation, the Orderer is obliged to inform third parties for whom it orders access data about the processing of their personal data, i.e., in particular about the transmission of the data to and its processing at the Organizer, pursuant to Articles 13 and 14 of the General Data Protection Regulation.

3 Services and Service Conditions

The attendee will receive access to its attendee profile on which they can make disclosures about themselves.

In addition, the following functions are available:

Wirtschaftsgemeinschaft Zoologischer Fachbetriebe GmbH

Mainzer Str. 10, 65185 Wiesbaden, Managing Director Gordon Bonnet

The domicile of the Company is Wiesbaden, Commercial Register Wiesbaden DC HRB 23138

- Full text search: The full text search searches through the Event and its contents (exhibitors, products, brands, specialist programme and contacts)
- Exhibitor Directory: Show Floor attendees are provided on the relevant exhibitor profile - if persons are available - with an open audio-video channel for spontaneous attendee enquiries, links to exhibitors' social media channels, brief descriptions, contacts, products, media attachments and general company information.
- Networking Function: The Networking Function gives attendees the possibility to directly contact other attendees and exhibitors. This must be separately activated by the attendee. A differentiation is made on the platform between "Network" and "Do not disturb". This differentiation is relevant for whether and when attendees are shown other contacts or whether the user is visible to other users or not.
- Exhibition Planner: The Exhibition Planner "My Interzoo" organises the attendee's appointments as well as the favourites set (people, speakers, exhibitors, products, events).
- Specialist Programme: The attendee can take part in the specialist online programme and subject-specific discussion forums in virtual cafés. Before access, the attendees must give their consent to the transmission of their data to the organizer of the specialist programme element. These organizers of specialist programmes can be the Organizer itself or a third party.
- Virtual Cafés: The attendee has access to virtual cafés with audio-video functions and chat to explore subjects connected with a specialist programme.

3.1.1 Performance Limitation, Restrictions

Internet Access

The services do not include internet access but exclusively the provision of the services to be called up via the internet within the scope of the agreed availability. The Organizer cannot control the proper functioning of the internet and its transmission lines.

Performance Expectation

The Organizer does not accept any responsibility that the services meet the expectations of the Orderer and/or attendee.

Subject to Change

The Organizer reserves the right to make changes to the Event programme, including content changes, at short notice, insofar as is necessary and the object of the Event is not thus materially restricted.

Availability

The obligation to perform of the Organizer includes only the provision of the Event so that it can be used by the Exhibitor. The Organizer shall offer transmission of data, picture and/or sound signals, measured on the handover point and towards the World Area Network "WAN", in medium type and quality and in sufficient dimensioning for the number of attendees sensibly foreseeable within the scope of planning of the Event. For this purpose, the Organizer guarantees an availability of the Event (per day each from 02:00 to 23:00 related to the time zone Berlin, Europe, i.e., Central European Time (CET), taking into account the summer and winter time regulation that applies to this time zone) and during this time of 95% related to the total time of all phases of the Event. In this connection maintenance work and updates shall not be taken into account as missing availability.

Deactivation on security grounds

The Organizer may deactivate the Event or individual services on security grounds (e.g., if this is necessary to rectify gaps in security) or to prevent breaches of obligations of the Orderer and/or attendee resulting from this Agreement.

The Organizer shall at its discretion monitor the services and the servers required for the availability of the relevant services.

Cancellation

The Organizer may also after the conclusion of an agreement cancel, postpone, abort prematurely interrupt or close the Event, in full or in part, if the conduct of the Event at the time of the Event or at the operating location for hosting the Event becomes impossible in full or in part, if this impossibility is not the responsibility of the Organizer or its vicarious agents. If due to a too low number of Exhibitors the cost-effective conduct of the Event is impossible, the Organizer may withdraw from the Agreement and cancel the Event. The Organizer shall then inform the Orderers and/or attendees without delay and reimburse any payments already made, less any services already provided, e.g., for consulting, setting up trade fair stands. Any further claims of the Orderer are excluded.

Service Call

Attendance of the Event is only accessible via the access provided by the Organizer and only via the internet as well as only for the phases of the Event. The services shall be provided exclusively via the Event, in particular, viewing streams or participating in chats can be selected exclusively via the platform and started by the functionalities provided there, however, under no circumstances outside the platform. The services of the Event can only be utilised on the resources provided for the Event, e.g., click buttons and/or other functionalities, e.g., profiles, upload and/or download possibilities. It is in particular not possible to instruct the Organizer outside the Event by email or in any other form to execute functionalities or services of the Event.

Insurance

The Orderer is obliged to ensure it has sufficient insurance cover, e.g., to secure against cyber risks.

3.2 System Conditions for Attendance

The pre-condition for attendance is compliance with the technical system pre-conditions by the attendee.

- The display size of the device used must have a diagonal of at least 30.48 cm (12 inches).

- For access, browsers that meet the specified versions at least are required: Microsoft Edge® 77, Mozilla® Firefox® 3.0, Google™ Chrome™ 5.0 or Safari® 14; Google™ Chrome™ and/or Safari® are recommended.
- Concurrently, JavaScript™ and Java™ must be set up and running on the device.
- When using a mobile terminal, the following versions at least are required: Android OS 4.4 (Kit Kat)®, Android 9 (Pie)® or iOS 9®.

When using the Internet Explorer there may be restrictions on the platform and/or to the services. The Organizer shall not take any responsibility for the consequences of any non-fulfilment of the technical requirements by the Exhibitor.

4 Handling Access Data for other Attendees

Insofar as the Orderer receives access data (also named “Vouchers”), it may only make these accessible to the persons provided pursuant to the agreements, e.g., the Service Packages, and not to unauthorised third parties. Such access data also requires that the third party is registered in the manner provided by the Organizer and the Organizer agrees to their attendance.

The Orderer is obliged to secure the access data against access and misuse by unauthorised third parties by taking suitable technical and organisational measures. The Orderer is responsible in full for safeguarding the confidentiality and security of the access data embodied in the Tickets. The Exhibitor bears sole responsibility for all activities that occur using the access data provided to it, if it authorised the relevant activity or if, although it did not authorise the activity, this activity could have been prevented had the Exhibitor exercised the required care.

If the Orderer forwards access data to another person, the Exhibitor must ensure and require the relevant person to store the data so that misuse is avoided.

If the Orderer becomes aware of or is suspicious that

- a third party has obtained access data or
- activities it has not authorised have been carried out at the Event in its name by means of one of the Tickets provided to the Exhibitor;

it is obliged without delay - insofar as is possible for it - to amend the access data or require the person to whom it has forwarded the access data to amend the access data and to inform the Organizer in addition.

5 Remuneration

5.1 Prices

The agreed prices apply, plus the VAT due on these. Payments are due immediately on the conclusion of the Agreement without deductions.

In the event of unpunctual and/or incomplete payment the Organizer shall have the right to block the access data for the Event and to refuse access to the Event. In addition to any claim to interest the Organizer has the right to prove higher losses caused by arrears.

5.2 Terms of Payment

Payment may only be made by the Orderer cashless by credit card (MasterCard, Visa) or PayPal.

If the Orderer does not make use of the services in full or in part, the Orderer shall have no claim to reimbursement or waiver of the price to be paid or to the provision of any other replacement services.

6 Warranty

6.1 Platform and Services

The Organizer warrants to the Orderer that in the event of contractual use the Event materially meets the disclosures in this Agreement. It shall not meet the target contractual condition if within the agreed availabilities material functionalities are not provided.

In order to be able to maintain the performance quality of the Event – to the benefit of all attendees – the Organizer relies on suggestions and feedback from the Orderer. Therefore, the Orderer shall report any errors and defects of the Event, i.e., in particular faulty functionalities, to the Organizer without delay once it becomes aware of these and shall describe the error symptoms in a comprehensible manner.

The Orderer shall refund the Organizer all additional expenses that result from a delayed report unless the delay does not relate to intent or negligence.

6.2 Third-party rights

Property rights are copyrights and related property rights, database producer rights, patent rights (including the rights to the patent and from the patent), utility model rights, trademark rights, design rights, title rights, name rights, business designations, domain names, other rights that grant protection to intellectual property under German or foreign law, as well as comparable rights.

The Organizer warrants to the Organizer that the Event is free of such third-party property rights that would impair the contractual use of the Event. If third parties assert claims against the Orderer due to a breach of property rights, the Organizer can at its choice rectify the defect in that it

- acquires the rights necessary for the Orderer so that the Event no longer breaches any third-party rights or
- amend the Event so that at comparable use for the Orderer with regard to the service specification no third-party property rights are breached.

The Organizer shall indemnify the Orderer from judicially established third-party claims in accordance with section **Fehler! Verweisquelle konnte nicht gefunden werden.** under the pre-condition that the Orderer

- (i.) informs the Organizer of such a claim without delay,
- (ii.) provides the Organizer with all reasonable support that the Organizer requests from the Orderer, and
- (iii.) assigns the sole internal control and decision-making authority with regard to the defence and settlement of such a claim to costs to the Organizer. The indemnification obligation does not apply if the Organizer is not responsible for the breach of property rights.

Section **Fehler! Verweisquelle konnte nicht gefunden werden.** conclusively describes the scope of the warranty obligations of the Organizer. The Orderer shall have no warranty rights insofar as a defect relates to a usage of the Event by the Orderer or such persons which have received access data that goes beyond the usage explicitly permitted pursuant to this Agreement. There shall be no liability without fault of the Organizer due to defects that already existed at the point in time the Agreement is concluded. Section 536a (1) 1 (former version) BGB shall not apply.

In addition, the Organizer shall not assume any warranty for the correctness, completeness, topicality or quality of the contents or information reproduced at the Event or its usages and/or usability for the Orderer.

7 General Rules for the Conduct of the Agreement

7.1 Term and Notice of Termination

The Agreement commences on its conclusion and ends - if the Orderer is an attendee itself - with the end of the post-Event phase at the latest. The right of each Party to terminate the Agreement with good cause remains unaffected. Access data shall cease to be valid after the term selection during ordering.

7.1.1 Translations

Translations of these General Terms and Conditions are for information purposes only; solely the German text is binding.

7.1.2 Transfer of Rights and Obligations; Exercising a Right of Retention

The Exhibitor may only transfer its rights and obligations from this Agreement to third parties after the agreement of the Organizer has been given. The Exhibitor may only exercise rights of retention if its counterclaim relates to the same contractual relationship.

7.1.3 Liability

The Organizer shall only be subject to liability in the event of intent or gross negligence, for death, personal injury or injury to health, as well as pursuant to the regulations of the German Product Liability Act (Produkthaftungsgesetz).

In the case of simple or minor negligence an obligation that is essential to achieve the purpose of the Agreement and the fulfilment of which the Exhibitor may typically trust (material obligation), the liability of the Organizer to compensation and reimbursement of expenses shall be limited to an amount of the losses that are foreseeable and typical for the type of transaction in question. The Organizer shall not bear any further liability.

The Orderer and Organizer agree that the losses that are foreseeable and typical for the type of transaction in question shall amount to a maximum of €100,000.

Any liability for indirect losses, lost profit, business downtime losses, business interruption losses, third party claims or image damage is excluded, insofar as the pre-conditions set in section 7.1.3 are not met.

This limitation of liability also applies to the conduct of agents and vicarious agents of the Organizer.

7.1.4 Force majeure

The Organizer shall not be liable for impossibility, delays or performance defects insofar as these have been caused by force majeure, natural disasters or other events that are not foreseeable at the point in time the Agreement is concluded (for example, pandemics, epidemics, business interruptions of all kinds, difficulties in the procurement of material or energy, transport delays, strikes, lawful lock-outs, shortages of labour, energy or raw materials, difficulties in the procurement of necessary official approvals, official measures, terrorism, natural events, riot, revolution, civil war etc.) and for which the Organizer is not responsible.

7.1.5 Court of jurisdiction

The place of performance and court of jurisdiction for merchants, legal persons under public law or special public sector entities is Wiesbaden; this also applies if the Orderer does not have any general court of jurisdiction in the Federal Republic of Germany or after the conclusion of the Agreement moves its domicile or place of residence outside Germany or to an unknown location. However, the Organizer reserves the right to select the general court of jurisdiction of the Orderer.

7.1.6 Applicable Law

The law of the Federal Republic of Germany under the exclusion of UN Sales Law applies exclusively to the Agreement and to the associated legal relationships between the Exhibitor and the Organizer.

8 Attendee Rules

The Orderer is an attendee themselves and is described as such within the scope of the attendee rules, if after registration and receipt of the access data they can log in to the Event using the password sent to them for one session (also called a "Token").

8.1 Handling Access Data

The Orderer must not forward its own access data as an attendee to third parties. The attendee is obliged to secure the access data against access and misuse by unauthorised third parties by taking suitable technical and organisational measures. The attendee is responsible in full for safeguarding the confidentiality and security of the access data. They bear sole responsibility for all activities that occur using the access data provided to it, if it authorised the relevant activity or if,

although it did not authorise the activity, this activity could have been prevented had the Exhibitor exercised the required care.

If the attendee becomes aware of or is suspicious that

- (iii.) a third party has obtained access data or
- (iv.) activities it has not authorised have been carried out at the Event in its name by means of the access data provided to the attendee;

it is obliged without delay - insofar as is possible for it - to amend the access data or require the person to whom it has forwarded the access data to amend the access data and to inform the Organizer in addition.

8.2 Event Material and Attendee Rights of Use

Event material is all materials, documents, results, software (in all printout forms, in particular object code and source code), objects, paperwork, sketches, drawings, drafts, concepts, information, data etc., including their editing, that are created, developed or acquired by the Organizer, its subcontractors, suppliers and/or by other third parties engaged by the Organizer for the purposes of providing the service for the Event. This does not include such material etc. that is provided for other purposes, for example, for their own presence as an Exhibitor, by the Organizer and/or by those commissioned by the Organizer; special rules apply in this case.

The Organizer grants the attendee for the duration of this Agreement a non-exclusive, non-transferable, non-sublicensable right to use the functionalities of the Event, including the Event materials, in accordance with this Agreement. The Organizer is entitled to use subcontractors. If subcontractors are engaged the attendee shall accept the services provided by the relevant subcontractor as services of the Organizer.

The attendee

- shall receive neither hardware nor copies of the source code or the object code of the functionalities of the Event and
- recognises that the contents provided in the Event (e.g., linguistic works, tables, logos etc.) are subject to the applicable legal protection, in particular that of trademark, copyright, ancillary copyright and competition law.

8.3 Rights of Use of the Organizer

The attendee grants the Organizer an irrevocable, exclusive, contextually, temporally and territorially unrestricted, sublicensable right to use, anonymise, analyse and further develop its feedback, in particular through use of the services of Slido, "www.sli.do". The Organizer shall treat the attendee's feedback confidentially unless the feedback was anonymised by the Organizer.

The Organizer is free to analyse the use of the platform and/or services by the attendee insofar as this is permissible under competition, anti-trust, data protection and supervisory law. This analysis aims in particular at improving the platform and/or the services, guaranteeing the agreed availability as well as improving the system security of the platform and/or services.

The Organizer is entitled to have photographs, films or screenshots of the events at the Event, and also from attendee material produced and to use these for advertising or press publications without the possibility for the attendee to raise objections on any grounds. This also applies to photos, films, recordings and/or screenshots that the press or television organisations produce directly with the agreement of the Organizer.

8.4 Non-Permitted Actions

The attendee is not permitted to

- permit unauthorised third parties to access the Event or grant sub-rights to the Event, unless this has been explicitly permitted by the Organizer in advance,
- create derivative works on the basis of the Event, in particular its functionalities and/or any contents with which it has been provided,
- subject the Event, e.g., its functionalities, to reverse engineering, unless this is permitted by mandatory laws, i.e., non-modifiable laws.
- access the Event in order either to create a competing product or a competing service or to copy features, functions or graphics of the Event.
- Insofar as it is not permitted pursuant to the Agreement - for example, within the scope of the configuration of its user account - to carry out manipulations to the Event, also particularly to individual functionalities,
- not to use the Event for purposes other than those provided, such as for mining crypto-currencies, use as an email mailbox or as data memory,
- to impair or disrupt third-party data included at the Event,
- obtain unauthorised access to the platform and/or services or the associated systems or networks,
- to produce photographs, drawings, film records, and/or screenshots of contents or functionalities to which others own the rights,
- to record, photograph or capture Events on the platform, regardless of whether in full or in part; this applies accordingly to screenshots or comparable recordings or
- to restrict the integrity or availability of the services, the associated systems and infrastructure of the Event.

8.5 Action Obligations of the Attendee

The attendee

- (i.) may only conclude distribution agreements by sample with exhibitors with commercial resellers, commercial consumers or bulk buyers.
- (ii.) shall only use the Event in accordance with these conditions and with applicable laws,

- (iii.) is solely responsible for the accuracy, quality, integrity and legality of the attendee material as well as the means by which it acquired the attendee material and
- (iv.) shall take financially appropriate efforts in order to prevent unauthorised access to the Event or its unauthorised use.

8.6 Cancellation of Use

The attendee's rights of use may be cancelled to an appropriate extent, both temporarily and permanently, i.e., access to the platform will be restricted and/or barred,

- in the event of a breach of this Agreement, in particular of the obligations pursuant to section 8.4 and/or 8.5;
- to protect the rights and legally protected rights of the Organizer or other persons;
- in order to prevent misuse or unauthorised use of the Event by third parties and/or
- if there is a suspicion that a third party has obtained access to data transmitted to the attendee.

Cancellation shall be lifted as soon as this is appropriate in accordance with the circumstances.

8.7 Rules for Attendee Material

Attendee material is all contents, data or other information that is transmitted to the Organizer by an Attendee in connection with the use of the Event or is presented at the Event, e.g., is entered or presented within the scope of the visitor profile.

The Organizer shall not accept any responsibility for the contents of attendee material. In addition, the Organizer is not obliged to check the legality of attendee material.

8.7.1 Restrictions

It is prohibited for the attendee to use attendee material at the Event, in particular to upload such material, that

- (i.) Breaches third-party rights,
- (ii.) Infringes against applicable law,
- (iii.) Leads or may lead to a legal infringement of the Organizer against applicable law,
- (iv.) Impairs the security of the Event and/or its functionalities or is likely to impair these or
- (v.) Considerably impairs the performance of the Event and/or its functionalities.

8.7.2 Obligation to Cease and Act

In the case of a breach of section 8.7.1 the attendee is obliged,

- (i.) to report the breach to the Organizer without delay;
- (ii.) to erase the relevant attendee material without delay; and
- (v.) to indemnify the Organizer from all claims asserted against it as a result and to bear the resulting costs (including appropriate costs for legal defence),

unless the attendee was not culpable for the breach.

8.8 Rights of use to attendee material to conduct the Event

The attendee grants the Organizer a simple, worldwide right, limited to the term of this Agreement, to use attendee material and/or to have it used by subcontractors, in particular to copy, edit and make it accessible to third parties, insofar as this is necessary to provide services to the attendee and to other persons, for example, exhibitors for the Event.

9 Notes about the Cancellation Right for Consumers

9.1 Right of cancellation

If the Orderer is a consumer, it is entitled to a cancellation right when ordering access data.

They have the right to withdraw from this Agreement within the cancellation deadline without disclosing any reasons.

The cancellation deadline is fourteen days from the date on which it received the merchandise from a third party named by them, i.e., the access data.

In order to exercise the cancellation right, the Orderer must inform the Organizer, i.e.

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65185 Wiesbaden,
Telephone +49 611 44 75 53 0,
Fax +49 611 44 75 53 33,
Email address wzf@interzoo.digital

in a clear declaration (e.g., a letter sent by post, fax or email) of their decision to cancel this Agreement. The Orderer may use the enclosed model cancellation form, however, this is not mandatory. In order to keep within the withdrawal deadline, it is sufficient that the Orderer sends the notification that they are exercising the cancellation right before expiry of the cancellation deadline.

9.2 Consequences of Cancellation

If the Orderer cancels this Agreement, the Organizer shall repay the Orderer all payments that the Organizer has received from the Orderer, including the delivery costs (with the exception of the additional costs incurred because the Orderer selected a type of delivery different from the cheaper type offered by the Organizer), without delay, and within fourteen days at the latest from the date on which the notification of the cancellation of this Agreement by the Orderer was received by the Organizer. The Organizer shall use the same means of payment for this repayment that the Orderer used for the original transaction, unless anything to the contrary was explicitly agreed with the Orderer or reimbursement using this

means of payment is not possible for legal or factual grounds; in this case the Organizer shall perform on the bank account specified by the Orderer; the Orderer shall not under any circumstances be charged due to this repayment.

End of the cancellation right

10 Consumer Dispute Resolution

The EU Commission provides a platform for non-judicial, online dispute resolution (OS Platform), at <https://ec.europa.eu/consumers/odr>.

We, Wirtschaftsgemeinschaft Zoologischer Fachbetriebe GmbH, as the Organizer are not prepared and not obliged to take part in dispute resolution proceedings before a consumer arbitration board.

Wiesbaden, 01.03.2021

Sample withdrawal form

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

To

Wirtschaftsgemeinschaft Zoologischer Fachbetriebe GmbH
Mainzer Str. 10,
65185 Wiesbaden,

Fax,

Email address.....)

I/We(*) hereby cancel the Agreement I/we (*) concluded for the
purchase of the following merchandise (*)/
the provision of the following service (*)

.....
Ordered on (*)/Received on (*)

Name of the consumer(s)

.....
Address of the consumer(s)

.....
Signature of the consumer(s) (only for notification on paper)

.....
Date

(*) Please delete as applicable.