

## **Preliminary note on the right of withdrawal (not part of the withdrawal instructions)**

Please find below our withdrawal instructions, which are subdivided into the right to withdraw from purchasing goods (one-time orders) and the right to withdraw from subscriptions. Only one of the two withdrawal instructions apply in any one case. **Example:** The withdrawal instructions for purchasing goods are only applicable to orders of goods. The withdrawal instructions for subscriptions are only applicable to subscriptions. This paragraph is only provided for clarity and is not part of the withdrawal instructions.

## **Withdrawal instructions**

### **Your right to withdraw from purchasing goods**

You are entitled to withdraw from this Agreement within fourteen days without giving any reasons. The withdrawal period is fourteen days from the date when you, or a third party specified by you who is not the carrier, have or has taken possession of the goods. To exercise your right of withdrawal, you must notify us

Melitta Single Portions GmbH & Co. Kommanditgesellschaft  
Marienstraße 88  
32425 Minden, Germany

Telephone: 00800 7000 6000  
Email: support@avoury.com

of your decision to withdraw from this Agreement by unambiguous declaration (e.g. a letter sent by post or email). You can use the attached sample withdrawal form for that purpose, however it is not mandatory to do so. The withdrawal period will be deemed to have been met if you despatch the notification on your exercising your right of withdrawal prior to expiry of the withdrawal period.

### **Consequences of withdrawal**

If you withdraw from this Agreement, we must refund all payments made by you that we have received, including the delivery costs (with the exception of the additional costs that result from you having chosen a method of delivery other than the cheapest standard delivery offered by us) without undue delay and within fourteen days at the latest from the day on which we are informed about your decision to withdraw from this Agreement. We will use the same method of payment for said refund that you used for the original sales transaction, unless anything to the contrary has expressly been agreed with you. We will never charge you any fees for making such a refund. We may refuse a refund until we have received all goods back or until you have provided proof that you have returned the goods, whatever is earlier. You must return or hand over the goods to us immediately and in any event within fourteen days at the latest from the day when you inform us of your withdrawal from this Agreement. The deadline will be met if you send the goods before expiry of the period of fourteen days. We will bear the costs of returning the goods. You must only cover any loss in value if this loss in value is due to any handling of the goods that, in order to inspect the condition, properties and function of the goods, was not necessary.

### **Your right to withdraw from subscriptions (regularly recurring orders)**

You are entitled to withdraw from this Agreement within fourteen days without giving any reasons. The withdrawal period is fourteen days from the date when you, or a third party specified by you who is not the carrier, have or has taken possession of the first product. To exercise your right of withdrawal, you must notify us

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of your decision to withdraw from this Agreement by unambiguous declaration (e.g. a letter sent by post or email). You can use the attached sample withdrawal form for that purpose, however it is not mandatory to do so. The withdrawal period will be deemed to have been met if you despatch the notification on your exercising your right of withdrawal prior to expiry of the withdrawal period.

### **Consequences of withdrawal**

If you withdraw from this Agreement, we must refund all payments made by you that we have received, including the delivery costs (with the exception of the additional costs that result from you having chosen a method of delivery other than the cheapest standard delivery offered by us) without undue delay and within fourteen days at the latest from the day on which we are informed about your decision to withdraw from this Agreement. We will use the same method of payment for said refund that you used for the original sales transaction, unless anything to the contrary has expressly been agreed with you. We will never charge you any fees for making such a refund. We may refuse a refund until we have received all goods back or until you have provided proof that you have returned the goods, whatever is earlier. You must return or hand over the goods to us immediately and in any event within fourteen days at the latest from the day when you inform us of your withdrawal from this Agreement. The deadline will be met if you send the goods before expiry of the period of fourteen days. We will bear the costs of returning the goods. You must only cover any loss in value if this loss in value is due to any handling of the goods that, in order to inspect the condition, properties and function of the goods, was not necessary.

## **Exceptions from or premature expiry of the right of withdrawal**

The right of withdrawal does not apply to agreements

- for the supply of goods that are not prefabricated and where an individual choice or specification made by the consumer is essential for their production, or that are clearly tailored to the personal needs of the consumer;
- for the supply of goods which are perishable or whose use-by date would be quickly exceeded.

The right of withdrawal will expire prematurely for agreements

- for the supply of sealed goods that are not suitable to be returned due to health protection or hygiene reasons if they are unsealed after delivery;
- for the supply of goods if these would have, according to their nature, been inseparably mixed with other items after delivery.

### Sample withdrawal form

If you wish to withdraw from this Agreement, please fill in this form and return it to us:

Melitta Single Portions GmbH & Co. Kommanditgesellschaft  
Marienstraße 88  
32425 Minden, Germany

Email: support@avoury.com

I/we (\*) hereby withdraw from the Agreement concluded by myself/us (\*) for the purchase of the following goods (\*)/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 required for paper forms):

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Date:

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