Information of the Right of Cancellation (as of October 01, 2019)

Please note: The present English translation of the General Terms and Conditions is for your convenience only. The German version is legally binding.

Right of Cancellation

The customer has the right to cancel the contract without stating reasons within two weeks.

The cancellation period is 14 days. The period begins upon receipt of the present notification in writing, but not before fulfillment of the contractor’s obligations in accordance with Section 312g German Civil Code (BGB) in conjunction with Article 246 Section 3 of the Introductory Statute to the Civil Code (EGBGB) and in accordance with Article 246 Section 2 in conjunction with Section 1(1) and (2) EGBG. In case of the delivery of goods, the cancellation period does not commence prior to the receipt of the goods by the customer. In order to cancel the contract in the cancellation period, it is sufficient to address the cancellation notification in a timely manner to the contractor, i.e. to:

RWTH Aachen
Abteilung 7.6 Liquiditätsmanagement (Kasse)
Templergraben 55
52 062 Aachen
oder 0241 / 80 92377
oder ecash@rwth-aachen.de

Consequences of Cancellation

In the event of an effective cancellation, the services and goods received by both parties and any benefits derived thereof (e.g. interest) are to be returned. If the customer is not able to return the received goods and/or services in full or only in a deteriorated state, he or she is obligated to provide compensation as appropriate. This does not apply if the deterioration is exclusively due to the inspection of the goods, as is typically performed in a retail store. The customer, however, can avoid having to pay compensation for lost value by the intended use of the object of purchase by not treating the object as his or her own property and by avoiding any action which is liable to diminish the value of the object.

If the customer cancels the contract, the contractor must refund all received customer payments, including the delivery costs (with the exception of additional costs resulting from the customer’s decision to choose other than our standard method of delivery), within 14 days from the receipt of the cancellation notification. For the refund payment, unless otherwise agreed, the contractor will use the same method of payment as did the customer for the initial transaction. In no way will the customer be charged for the refund transaction. The contractor has the right to
withhold the refund payment until the goods have been received or the customer has
provided proof that the goods have been sent back, depending on which event takes place
earlier.

The customer has to send back or return the goods/objects of purchase immediately, at
least within 14 days after notifying the contractor of the cancellation, to RWTH Aachen,
Abteilung 7.6 Liquiditätsmanagement (Kasse), Templergraben 55, 52062 Aachen.
The return period is met when the customer dispatches the goods within 14 days. The
customer has to pay the immediate costs for the return delivery.

The customer has to pay for a potential loss in value of the goods only if this loss is due to
a use of the goods that goes beyond an inspection of the condition, characteristics, and
function of the goods.

In the case of a service the right cancellation prematurely expires if the contract has been
fulfilled by both parties at the behest of the customer before he or she has exercised the
right of cancellation.

End of the Information of the Right of Cancellation

(Location), (Date), (Signature of the Customer)