

Cancellation policy

You have the right to cancel this contract within fourteen days without giving reasons. The cancellation period is fourteen days from the day on which you or a third party designated by you, other than the carrier, took possession of the last goods.

In order to exercise your right to cancellation, you must inform us

ALOIS KOBER GMBH
AL-KO Store
Ringstraße 3
D-49434 Neuenkirchen-Vörden
Germany

We offer a free returns service. Please contact our store service by e-mail below and attach the completed form below. If you do not contact our service for a free return, you will have to pay the return shipping costs yourself.

Tel: + 49 (8000) – 255 0300
E-mail: store_de@alko-tech.com
Website: store.alko-tech.com

by means of a clear declaration (e.g. a letter sent by post, fax or e-mail) of your decision to cancel this contract. You can use the sample cancellation form on our website, although this is not mandatory, or another clear declaration. In order to comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right to cancellation before the end of the cancellation period.

Consequences of cancellation

If you cancel this contract, we must return to you all payments we have received from you, including the delivery costs (with the exception of any additional costs incurred if you chose a type of delivery other than the inexpensive standard delivery offered by us), but excluding the return delivery costs, without delay and at the latest within fourteen days from the day on which we received the notification of your cancellation of this contract. We will use the same means of payment that you used for the original transaction to process the repayment, unless expressly agreed otherwise with you; in no case will you be charged for this repayment. We may refuse a refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us immediately and in any case within fourteen days at the latest from the day on which you inform us of the cancellation of this contract. The deadline is met if you send the goods before the end of the fourteen-day period. You shall bear the direct costs of returning the goods.

You will only be liable for any loss in value of the goods if this loss in value is due to handling that was not necessary for checking the nature, properties and functionality of the goods.

The right of withdrawal does not exist for distance contracts

- for the delivery of goods which have been manufactured according to customer specifications or
- are clearly tailored to personal requirements.

End of the cancellation policy

ALOIS KOBER GMBH
Ringstraße 3
D-49434 Neuenkirchen-Vörden
Germany
www.alko-tech.com

Service-Hotline: +49 8000 - 255 0300
E-Mail: store_de@alko-tech.com
Website: store.alko-tech.com

J.P. Morgan AG Frankfurt
BIC: CHASDEFX
IBAN: DE80 5011 0800 6161 5247 53

Commercial register:
Memmingen HRB 1683
VAT identification number:
DE 811148849
Managing Directors:
Harald Hiller, Gero Neumeier,
Erwin Gentner

Sample cancellation form

If you wish to revoke the contract, please complete and return this form.

ALOIS KOBER GMBH
AL-KO Store
Ringstraße 3
D-49434 Neuenkirchen-Vöden

I/we hereby revoke the contract concluded by me/us for the purchase of the following goods/provision of the following service:

Quantity	Item number	Size	Description

Ordered on: _____

Received on: _____

Order number: _____

Customer number: _____

Name / Address of the consumer

Name

Address

Zip code / City

Date

Signature