

NOTICE OF WITHDRAWAL FROM SALES AGREEMENT

(information regarding the right of withdrawal from a sales agreement)

Right of withdrawal from the agreement

We hereby inform you that as Consumers, you have the right to withdraw from this agreement within 14 days without stating any reasons.

The deadline for withdrawal from the agreement expires after 14 days from the day:

1. on which you acquire possession of the item or the last item, if the agreement concerns the transfer of ownership of multiple items delivered separately or the possession of the last batch or part, if the agreement concerns the transfer of ownership of items delivered in batches or parts.
2. on which a third party other than the carrier and indicated by you acquires possession of the item or the last item, if the agreement concerns the transfer of ownership of multiple items delivered separately or the possession of the last batch or part, if the agreement concerns the transfer of ownership of items delivered in batches or parts.

To exercise the right of withdrawal from the agreement, you must inform **Fibermarkt Sp. Z O.O.** via email at sales@fibermarkt.com of your decision to withdraw from this agreement by means of an unambiguous statement.

You may use the withdrawal form template, but it is not obligatory.

To meet the deadline for withdrawal from the agreement, it is sufficient for you to send the information regarding the exercise of your right of withdrawal from the agreement before the withdrawal period expires.

The above provisions do not apply to sales agreements concluded with Entrepreneurs.

Consequences of withdrawal from the agreement

In the event of withdrawal from this agreement, we will refund to you all payments received from you, including the costs of delivering the item (excluding any additional costs resulting from your choice of a delivery method other than the least expensive 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 of your decision to exercise the right of withdrawal from this agreement. We will carry out the refund 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 a refund.

We may withhold the reimbursement until we have received the item or until you have supplied evidence of having sent back the item, whichever is the earliest, in the case of an agreement concerning the sale of an item.

In the case of an agreement concerning the purchase of an item, please return the item to us at Fibermarkt Sp. Z. O.O., 30-798 Kraków, ul. Christo Botewa 6A, NOHO Logistic Hala H1 Brama A3, without undue delay and in any event not later than 14 days from the day on which you informed us of the withdrawal from this agreement. The deadline is met if you send back the item before the period of 14 days expires. Please include, if possible, a printed and completed form of withdrawal from the sales agreement with the package containing the returned item.

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

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