HARDWARIO STORE

# Right of Withdrawal

Instructions on the right to withdraw from a distance sales contract and the model withdrawal form. They apply to consumers, that is, to purchases outside a business activity; the details are set out in Article 11 of the General Terms and Conditions HLN.261008.01.

**DOCUMENT:** HLN.261008.02-R4 **VALID FROM:** November 8, 2026 **SUPERSEDES:** HLN.261008.02-R3

## Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. If you ordered multiple goods in one order that are delivered separately, or goods consisting of multiple lots or pieces, the period runs from the day on which you acquire physical possession of the last good, lot or piece; for regular delivery of goods during a defined period of time, from the day on which you acquire physical possession of the first good.

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or an e-mail):

| | |
|---|---|
| **Trader** | HARDWARIO a.s., U Jezu 525/4, 460 01 Liberec, Czech Republic |
| **Telephone** | +420 775 159 734 |
| **E-mail** | ask@hardwario.com |

You may use the model withdrawal form included in this document, but it is not obligatory.

You can also exercise your right of withdrawal online using the “Withdraw from contract here” function in the order detail, which opens from the link in your order confirmation or at https://www.hardwario.store/customer/find-order/. If you use this option, we will send you an acknowledgement of receipt of the withdrawal, including its content and the date and time of receipt, on a durable medium (e.g. by e-mail) without undue delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

## Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of 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 about your decision to withdraw from this contract. We will carry out such reimbursement 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 reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us at HARDWARIO a.s., U Jezu 525/4, 460 01 Liberec, Czech Republic, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

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

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

## Exceptions and further options

You have no right of withdrawal for goods made to your specifications or clearly personalised.

After the withdrawal period has expired, you may return goods within 90 days of delivery under Article 5 of the Terms of Sale HLN.261008.01.

# Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

**To** HARDWARIO a.s., U Jezu 525/4, 460 01 Liberec, Czech Republic, ask@hardwario.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods:

**Goods** _____

_____

_____

**Order number (optional)** _____

**Ordered on (*) / received on (*)** _____

**Name of consumer(s)** _____

**Address of consumer(s)** _____

_____

**Account for the refund (optional)** _____

**Signature (only if this form is notified on paper)** _____

**Date** _____

(*) Delete as appropriate.