



A. Cancellation policy

Introduction

Consumers are entitled to a right of cancellation in accordance with the following provisions, whereby a consumer is any natural person who concludes a legal transaction for purposes that can predominantly be attributed neither to their commercial nor their independent professional activity:

Right of cancellation

You have the right to cancel this contract within fourteen days without giving any reason.

The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the last goods from an order.

To exercise the right to cancel, you must inform us (Böckmann Fahrzeugwerke GmbH, Siehefeld 5, 49688 Lastrup, etl@boeckmann.com) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You can use the attached sample cancellation form for this purpose. However, this is not mandatory.

To meet the cancellation deadline, it is sufficient for you to send your notification of exercising your right of cancellation before the cancellation period expires.

Consequences of cancellation

If you cancel this contract, we will refund all payments made, including delivery costs, immediately and at the latest within fourteen days. The period begins on the day on which we receive notification of your cancellation. An exception applies if additional costs are incurred for a return delivery of the goods other than the favourable standard delivery specified by us. For this refund, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you. Under no circumstances will you be charged any fees for this refund. We may refuse to make a refund until we have received the goods back or until you have provided proof of return despatch.

The goods must be returned or handed over to us immediately and in any case within fourteen days at the latest. The period begins on the day on which you inform us of the cancellation of this contract. The deadline is met if you dispatch the goods before the period of fourteen days has expired.

The direct costs of returning the goods shall be borne by you.

You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking their condition, properties and functionality.

Exclusion or premature expiry of the right of cancellation

The right of cancellation does not apply to contracts for the delivery of goods which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.

General information



1) Please avoid damaging or soiling the goods. Please return the goods to us in their original packaging with all accessories and with all packaging components. Use protective outer packaging. If you no longer have the original packaging, please use suitable packaging to ensure adequate protection against transport damage.

2) Please do not return the goods to us freight collect.

3) Please note that the above paragraphs 1-2 are not a prerequisite for the effective exercise of the right of cancellation.

B. Cancellation form

If you wish to cancel the contract, please complete this form and return it to us.

To:

Böckmann Fahrzeugwerke GmbH

Siehfeld 5

49688 Lastrup

E-mail: etl@boeckmann.com

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

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

Name of the consumer(s)

Address of the consumer(s)

Signature of the consumer(s) (only for notification on paper)

Date (*) Delete as appropriate