

# Cancellation policy

A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession.

## 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 date of conclusion of the contract. To exercise your right of cancellation, you must send us

Glücklich & Stark  
Felicitas Stark  
Kietz 18  
12557 Berlin  
Phone: +49 1578 5321383  
E-mail: info@gluecklich-und-stark.de

by means of a clear statement (e.g. a letter sent by post or e-mail) of your decision to cancel this contract. You can use the attached sample cancellation form, but 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 has expired.

## Consequences of cancellation

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. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment.

## Muster-Widerrufsformular

– (If you wish to cancel the contract, please complete and return this form).

To: Glücklich & Stark, Felicitas Stark, Kietz 18, 12557 Berlin, Phone: +49 1578 5321383,  
E-mail: info@gluecklich-und-stark.de

- I/we (\*) hereby cancel the contract concluded by me/us (\*) for the purchase of the following goods (\*)/the provision of the following service (\*)

- 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(s) \_\_\_\_\_

(\*) Delete as applicable.

## **Exclusion or premature expiry of the right of cancellation**

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

The right of cancellation expires prematurely if we have only started to execute the contract after you have given your express consent and at the same time confirmed your knowledge that you lose your right of cancellation when we start to fulfil the contract. We would like to point out that we can make the conclusion of the contract dependent on the aforementioned consent and confirmation.