# Model Instructions for Cancellation

You can include the model instructions for cancellation below in contract or send to customers who wish to cancel a contract with you.

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| You have the right to cancel the contract within 14 days without giving any reason.    The cancellation period will expire after 14 days from [INSERT DATE].  To exercise your right to cancel, you must inform us of your decision in writing, fax or by email. To meet the cancellation deadline, it is sufficient for you let us know before the cancellation period has expired.  If you cancel this contract, we will reimburse you, including the costs of standard delivery (with the exception of any supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us). We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of any unnecessary handling by you.  We will make the reimbursement without undue delay and in any event not later than 14 days from when we are informed about your decision to cancel 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.  [NOTE: In the case of sales contracts in which you have not offered to collect the goods in the event of cancellation insert the following: “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.”]  [Insert your name, geographical address and, where available, your telephone number and e- mail address.] |