

Cancellation & Returns

Please note that digital files can not be returned or refunded. With buying on our website you expressly agree that the execution of the contract shall commence before the expiry of the withdrawal period. Please be aware that your right of withdrawal expires with the execution of your order.

However, if you are having trouble with downloading, assembling or making a purchased item please write to support@missviscid-designs.com - I am glad to help you out!

Cancellation policy prepared in accordance with EGBGB Annex 1 to Art. 246a § 1 Para. 2 Sentence 2. Reference: BGBl. I 2013, 3642 - 3670

CANCELLATION POLICY

Right of withdrawal

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

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

To exercise your right of withdrawal, you must send us, MissViscid Designs - Lena Krause,

by means of a clear declaration (e.g. a letter sent by post, fax or e-mail) of your decision to revoke this contract. You can use the attached model withdrawal form for this purpose, which is, however, not mandatory.

To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the end of the cancellation period.

Consequences of revocation

If you withdraw from this contract, we must repay you all payments that we have received from you, including the delivery costs (with the exception of the additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days

from the day on which we received the notification of your withdrawal 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 for this repayment.

Please note that the right of withdrawal does not apply for

- **service that has been fully performed with the consumer's prior agreement and the consumer acknowledged that if this occurred they would lose their right to withdraw**
- **digital content and download items, where the performance or access to the digital content has begun with the consumer's prior consent and the consumer acknowledged that in doing so, they would lose their right of withdrawal**

Sample cancellation form

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

MissViscid Designs - Lena Krause

- I/we (*) hereby revoke 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 in the case of notification on paper)

- Date

() Delete as applicable.*