**Attachment**

**Instruction on the right of withdrawal from contract and the withdrawal from the contract form**

1. **Right to withdraw from the contract**

1.1 **"You have the right to withdraw from the contract without giving any reason within 14 days of the day following the day on which you or a third party (other than the carrier) accept the goods."**

1.2 **If the goods were delivered by post or through the carrier, you are entitled to withdraw within 14 days of receipt of the goods from the purchase contract without giving any reason. By expiration of the set time limit, the right to withdraw without giving reasons for the purchase contract expires. However, you are not entitled to withdraw from contracts for the supply of goods which have been adjusted according to the wish of the consumer who is subject to rapid perish, food, beverages or other ordinary consumer goods delivered to the consumer's household or to another place designated by the consumer, as well as delivery irreversibly mixed with other goods. Furthermore, you are not entitled to withdraw from the contracts for the delivery of goods in closed packaging which the consumer has removed from the packaging and for hygienic reasons it can not be returned. You are not entitled to withdraw from contracts for the delivery of a sound or image recording or a computer program if the original packaging has been violated. You are also not entitled to withdraw from contracts for the delivery of newspapers, periodicals and magazines. If you withdraw from the contract, you will bear the costs associated with the return of the goods and, in the case of a contract concluded by means of distance communication, the cost of returning the goods if these goods can not be returned by their normal postal route.**

1.3 **"For the purpose of exercising the right of withdrawal you must about resign from this contract, to inform our company (RAPPA s.r.o., Za Humny 1082, 725 25 Ostrava - Polanka, Czech Republic, e-mail: e-shop@rappa.eu) by means of unilateral legal acts (for example by letter sent through the postal service provider or e-mail). You may use the enclosed template for withdrawal, but it is not your responsibility. "**

1.4 **"In order to comply with the withdrawal period, it is sufficient to send the withdrawal before the expiry of the relevant period."**

2. **Consequences of withdrawal**

2.1 **"We will refund the payment only upon receipt of the returned goods or proof that you have returned the goods, whichever comes first. If you withdraw from this agreement and at the same time you return the goods or you can prove that you have sent it, we will return to you, without delay, within 14 days, all payments received from you, including delivery costs (excluding additional costs incurred by your chosen delivery method, which is different from the cheapest standard delivery method offered by us). For refunds, we use the same payment method you used to initiate the transaction unless you explicitly specify otherwise. In any case, you will not incur any additional costs." If you paid for the goods by cash on delivery, you will not be able to return the goods to us for cash on delivery! Your shipment would be back. Just tell if you are requesting a refund to your account (and state your account number) or a refund to your address.**

2.2 **Acceptance of goods, costs of return of goods and liability for the reduction of the value of the returned goods**

a) **"Goods without undue delay, no later than 14 days from the date when you have withdrawn from this agreement, send it back or forward it to our address** (RAPPA s.r.o., Za Humny 1082, 725 25 Ostrava – Polanka, Czech Republic). **The deadline is retained if you send us back the goods before the expiration of 14 days. "**

b) **"You will bear the direct costs of returning goods."**

c) **"You are responsible only for the reduction in the value of the goods resulting from the handling of these goods in a manner other than that necessary to familiarize themselves with the nature and characteristics of the goods, including their functionality. "**

3. **Returning goods without giving a reason is not possible if you pick up the goods in person (you have the opportunity to inspect and check the goods).**