Instructions on exercising the consumer's right to withdraw from the contract

1. Right to withdraw from the contract.

You have the right to withdraw from this contract without giving any reason within 14 days.

The withdrawal period will expire 14 days from the day on which you or a third party indicated by you, other than the carrier, takes possession of the last delivered goods..

When exercising the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post, fax or e-mail) to the address: BS Acoustic, s.r.o., Radošovce 145, 908 63. For this purpose, you can use the model withdrawal form that we have provided or sent to you.

The withdrawal period is maintained if you send the notification of the exercise of the right of withdrawal before the withdrawal period expires..

2. Consequences of withdrawal from the contract

After withdrawal from the contract, we will refund all payments that you have made in connection with the conclusion of the contract, in particular the purchase price including the costs of delivering the goods to you. This does not apply to additional costs if you have chosen a type of delivery other than the cheapest standard delivery method offered by us. Payments will be refunded to you no later than 14 days from the date on which we receive your notification of withdrawal from this contract. Their reimbursement will be made in the same way as you used for your payment, unless you have expressly agreed to a different method of payment, without charging any additional fees.

Payment for the purchased goods will be refunded to you only after the returned goods have been delivered back to our address or after you have provided proof of sending the goods back, whichever comes first..

Send the goods back to us or hand them over to one of our branded stores no later than 14 days from the date on which you exercised your right of withdrawal. The period is deemed to have been met if you send the goods back before the expiry of the 14-day period..

You bear the direct costs of returning the goods..

You are only liable for any diminished value of the goods resulting from handling them in a manner other than that which is necessary to establish the nature, characteristics and functioning of the goods..

In the case of a service contract, add the following: "If you have requested the start of the provision of services during the withdrawal period, you are obliged to pay us the price for the services actually provided by the date on which you notified us of your decision to withdraw from this contract."

Information on the possibility of withdrawal from the contract according to the Commercial Code:

1. In the case of a distance transaction, the customer has the right to withdraw from this contract without giving any reason within 14 days of receipt of the goods..
2. When exercising your right to withdraw from the contract, you must inform us of your decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post, fax or e-mail) to the following address: BS Acoustic, s.r.o., Radošovce 145, 908 63. For this purpose, you can use the model withdrawal form that we have provided or sent to you.
3. The goods must be returned unused with complete accessories, in original and undamaged packaging, instructions, warranty card, in such a condition that its further sale is possible..
4. Before returning the goods, they must be packaged in such a way as to prevent damage to them and the original packaging.
5. The costs of returning the goods are borne by the customer..
6. After checking the goods, the seller will refund the amount for the goods to the buyer within 14 days to his account, which he will indicate in the delivery note..
7. Software, unpacked CD/DVD media, goods that are made to order, goods made to order (cases, cables, etc.) or goods that cannot be returned due to their characteristics cannot be returned..