

IH

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REVOCATION POLICY



Revocation Instruction

Consumers have a right of withdrawal under the following conditions, whereby the consumer is any natural person who concludes a legal transaction for purposes which can predominantly be attributed neither to his commercial nor to his self-employed professional activity:

Right of Revocation

You have the right to revoke this contract within fourteen days without giving reasons.

The cancellation period is fourteen days from the day on which you or a third party you have designated, who is not the carrier, took or has taken possession of the last goods. For on-going orders (autoship), the right of revocation only applies to the first delivery; the contract must then be cancelled.

To exercise your right of withdrawal, you must inform us (Enhazz AG, Industriestrasse 23, CH-6055 Alpnach Dorf, e-mail: service@hazzandheidii.com) by means of a clear declaration (e.g. a letter or e-mail sent by post) of your decision to withdraw from this contract.

In order to comply with the revocation period, it is sufficient that you send the notice of the exercise of the revocation right before the expiry of the revocation period.

Consequences of the revocation

If you cancel this Agreement, we will refund all payments we have received from you, including delivery costs (except for the additional costs resulting from your choosing a delivery method other than the cheapest standard delivery offered by us), immediately and at the latest within fourteen days from the day we receive notice of your cancellation of this Agreement. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged any fees for this refund. We may refuse to refund until we have received the goods back or until you can prove that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us immediately and in any case at the latest within fourteen days from the day on which you inform us of the revocation of this contract. The deadline is met if you dispatch the goods before the expiry of the fourteen-day deadline.

You bear the direct costs of returning the goods.

They shall only be liable for any loss in value of the goods if such loss in value is due to handling of the goods which is not necessary for checking the nature, properties and functioning of the goods.

Exclusion or premature expiry of the right of revocation

The right of revocation expires prematurely in the case of contracts for the delivery of sealed goods which are not suitable for return for reasons of health protection or hygiene if their sealing has been removed after delivery.