

Right of revocation

If the present contract is a consumer contract, the following shall be applicable:

You may declare the revocation of your contractual statement in text form (e.g. letter, email) or by returning the merchandise within a period of 14 days after conclusion of contract. We will forward this revocation instruction to you again in text form. The time-limit shall be deemed to be observed by the timely dispatch of the declaration.

The revocation is to be addressed to:

Latvian and foreign participants:

Name: German Baltic Chamber of Commerce
Address: Strēlnieku iela 1-4, LV-1010 Riga, Latvia
Email: exportakademie@ahk-balt.org

Lithuanian participants

Name: German Baltic Chamber of Commerce
Address: Vilniaus g. 28-201, 01402 Vilnius
Email: exportakademie@ahk-balt.org

Estonian participants

Name: German Baltic Chamber of Commerce
Address: Suurtüki 4b, 10133 Tallinn
Email: exportakademie@ahk-balt.org

The right of revocation does not apply on contracts for the supply of goods produced according to customer specifications or clearly tailored to personal needs or which, by reason of their quality, are not suitable for return or may spoil quickly or whose expiration date would be exceeded, or for the delivery of audio or video recordings or of software where the seal on the data carriers has been broken by the consumer, or for the delivery of newspapers, periodicals and magazines.

Consequences of revocation

In case of a valid revocation, all mutually received performances as well as emoluments taken (e.g. interest), if applicable, are to be restituted by either side. If you are unable or partially unable to retribute the merchandise to us or can only retribute it in a deteriorated condition, then you have to insofar compensate for its value where applicable. This does not apply if the deterioration is exclusively due to examining the merchandise – as for instance in a retail store – or putting the merchandise to its intended use. Things that can be shipped by parcel are to be returned on our risk. Things that cannot be shipped by parcel will be picked up. You are obliged to bear the costs of the return shipment, if the merchandise delivered corresponds to the merchandise ordered, and if the price of the merchandise to be sent back does not exceed an amount of forty euros or if, where the price is higher, you have at the date of the revocation not yet rendered consideration or given a part payment. In all other cases, the return shipment for you is free of charge. All reimbursement obligations must be fulfilled within 30 days of the declaration of revocation.

In the case of the provision of services, your right of revocation shall expire prematurely if the contract has been completely fulfilled by both parties at your express request before you have exercised your right of revocation. This may mean that you must nevertheless fulfill the contractual payment obligations for the period up to the revocation.

End of revocation instruction