

Sales & refunds

General information

As a consumer, you have a right of withdrawal in accordance with the instructions listed below. A consumer is any natural person who concludes a legal transaction for purposes that are predominantly neither commercial nor self-employed.

Right of withdrawal right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the goods. In order to exercise your right of withdrawal, you must send us, CENTROPIX GmbH, Münkafeld 1, 6800 Feldkirch, Austria, email: office@centropix.com, telephone: +4232202950, by means of a clear declaration (e.g. a letter sent by post, fax or email) of your decision to withdraw from this contract. You can use the attached model withdrawal form for this purpose, but this is not mandatory. In order to meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period has expired.

Consequences of revocation

ON If you withdraw from this contract, we will have given you all payments that we have received from you, including delivery costs (with the exception of the additional costs that result from choosing a different type of delivery than the cheapest standard delivery offered by us have), to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract.

For this repayment, we will use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment. We can refuse the repayment until we have received the goods back or until you have provided evidence that you have sent the goods back, whichever is earlier.

You must send the goods back to us immediately and in any case no later than fourteen days from the date on which you informed us of the cancellation of this contract. The deadline is met if you send the goods before the period of fourteen days has expired. You bear the direct costs of returning the goods. You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary to check the nature, properties and functionality of the goods.

Exclusion / Expiration of the right of withdrawal

According to Section 312g (2) BGB, there is no right of withdrawal for the following contracts:

- Contracts for the delivery of goods that are not prefabricated and for the production of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer,
- Contracts for the delivery of goods that can spoil quickly or whose expiration date would quickly be exceeded,
- Contracts for the delivery of sealed goods that are unsuitable for return for reasons of health protection or hygiene if their seal has been removed after delivery,
- Contracts for the delivery of goods if these were inseparably mixed with other goods after delivery due to their nature.

Additional information

In the event that you send the goods back to us, we ask you to use the original packaging, if it is still available..

Sample for the withdrawal form

(If you want to cancel the contract, please fill out this form and send it back)

To CENTROPIX GmbH, Münkafeld 1, 6800 Feldkirch, Austria

E-Mail: office@centropix.com, Telefon: +4232202950

Pleas insert

T: I / we (*) hereby revoke the contract concluded by me / us (*) for the purchase of the following goods (*) / the provision of the following services (*) • ordered on: (*) / received on (*) • Name of the consumer (s) • Address of the consumer (s) • Signature of the consumer (s) • (only with notification on paper) • Date (*) Delete where inapplicable