

NOTICE OF THE RIGHT OF WITHDRAWAL

Alwero sp. z o.o. with its registered office in Hecznałowice, ul. Krakowska 1 (Hecznałowice 43-330), tax ID no.: 9372666131, statistical ID no.: 243220390, share capital: PLN 7,071,500, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court in Bielsko-Biała, 8th Economic Division, under KRS number 0000456429 (hereinafter **ALWERO**), in performance of the obligation under the Polish Consumer Law of 30 May 2014, informs as follows:

As the Buyer who purchased Goods at the Online Store (meaning the Client being the Consumer or the Privileged Business Client as defined in the Terms and Conditions of the Online Store), **you have the right to withdraw from the contract of sale concluded remotely within 14 days – without giving any reasons.**

The time limit for withdrawal from the contract expires after 14 days from the day when you came into the possession of the Goods or when the third party nominated by you received the Goods in the Place of Delivery.

In order to use the right to withdraw from the contract, you have to inform us about your decision **by providing us** (in the way you choose) **with an explicit declaration of will** – personally at the registered office ALWERO, at the Stationary Store, via mail or e-mail:

Alwero sp. z o.o.
ul. Krakowska 1
43-330 Hecznałowice
e-mail address: shop@alwero-wool.com

You can use a model declaration of withdrawal from the contract sent by us in the e-mail correspondence in which you received this advisement and published on the Website in the **RIGHT TO WITHDRAWAL** tab of the **CUSTOMER SERVICE** section, but this is not obligatory.

You can also submit an express declaration of withdrawal from the contract concluded with ALWERO in any other form. If you use the possibility of sending the declaration via e-mail correspondence, we will immediately send you a confirmation of receipt of the said information on the withdrawal. The confirmation will be sent on a durable medium by electronic mail (to the e-mail address from which the declaration of withdrawal was sent by you).

Please provide the following information in the declaration of will of withdrawal and return of the goods, addressed to ALWERO:

1. the details of the Buyer (the Client) who has purchased the Goods – identical to the details provided in the VAT invoice, including the correspondence address;
2. the date of purchase of the Goods;
3. other contact details – if you decide that you want ALWERO to contact you during the handling of the given return in a manner different than by mail;
4. the name and quantity of the purchased Goods to be returned;
5. the number of the bank account – if you agree that the purchase price for the Goods to be returned be refunded by wire transfer.

Effects of Withdrawal from Contract

If you withdraw from this contract, **we will return to you payments we have already received**, including the costs of delivery of the Goods to the Place of Delivery. The return shall be done without delay and in any event not later than 14 days from the day when we are informed about your decision on exercising the right of withdrawal from this contract.

We can withhold the reimbursement **until we receive the returned Goods or until we receive the proof of them being sent**

back, depending on which of these events occurs earlier.

We will carry out the reimbursement using the same payment method that you used in the original transaction unless you expressly agree to other solution, e.g. by entering the name of a bank account.

You are liable only for the diminished value of the returned Goods resulting from the handling of the Goods other than what is necessary to establish their nature, characteristics and functioning.

Please send us the Goods to be returned or provide them to us to the following address:

Alwero sp. z o.o.

ul. Krakowska 1

43-330 Heczmarowice

without delay and in any event not later than within 14 days from the day when you informed us about the withdrawal from the contract concluded via the Online Store. The deadline shall be met if you send the thing back before the lapse of 14 days.

You will have to bear the direct costs of the return of the Goods.

The amount of those costs depends on the means of transport selected by you (a courier company/post/etc.), the type of the Goods to be returned, their weight and dimensions and the location of the place from which you send us the Goods.