

Right of cancellation

Please note that this version is not a binding translation. Only the [German version](#) is legally binding.

RIGHT OF CANCELLATION **§ 4 Abs.3 FAGG**

The right of cancellation applies only for consumers in accordance with § 1 KSchG.

You have the right to revoke a contract of purchase within **14 days** from the receipt of the article.

For goods that are produced according to customer specifications, such as Picture frames, there is **no right of cancellation**. Should any returned goods (for example pictures with frames) are sold with the original frame again, we will refund the costs of the frames.

For this cancellation is no particular formulation required. You can complete and submit the [Online Cancellation Form](#) on our website. You can also use the [written Sample Form](#). The cancellation period is calculated for each item and displayed on the website. If you use this possibility we will immediately send an confirmation email of the receipt of the withdrawal. With this confirmation email you will also receive pre-printed address labels for the return shipment. The cancellation does not require giving a reason. The requested reasoning is voluntary and serves the better Administration.

You must send the return items within 30 days of the cancellation message to the following address:

TopolinArt e.U.
Grete-Bittner-Straße 30/6
9020 Klagenfurt
Austria

Our mail address is: topolinart@topolinart.com

You bear the direct costs of returning and you are liable for any damage or loss of the goods. We recommend a shipping insurance. We can withhold the reimbursement until we have received the returned goods back. You are liable for any diminished value of the goods if you treat the goods improperly.

For refunds, we use the same method of payment that you have used in the original transaction.

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