



## Information on the exercise of the right of withdrawal

### Right of withdrawal:

You have the right to withdraw from this contract within a period of 14 calendar days without the need for justification.

The withdrawal period will expire 14 calendar days from the day that you or a third party indicated by you, other than the carrier, acquired the material possession of the goods.

To exercise the right of withdrawal, you must notify Multiservice Banhoff, SL (Calle Santa Matilde 6 Madrid, telephone 0034 91.450.73.99, email [info@banhof.org](mailto:info@banhof.org)) your decision to withdraw from the contract by means of an unequivocal statement (for example, a letter sent by mail or email).

In order to comply with the withdrawal period, it is sufficient that the communication relating to the exercise by this party of this right be sent before the corresponding deadline expires.

### Consequences of the withdrawal:

In case of withdrawal, we will refund all payments received from you, including delivery costs (with the exception of the additional costs resulting from the choice of a different mode of delivery than the least expensive delivery method). ordinary that we offer) without any undue delay and, in any case, no later than 14 calendar days from the date on which we are informed of your decision to withdraw from this contract. We will proceed to make such refund using the same means of payment used by you for the initial transaction, in any case, will not incur any expense as a result of the refund.

You must return or deliver directly the goods to Multiservice Banhoff, SL Calle Santa Matilde 6 Madrid, without any undue delay and, in any case, no later than within 14 calendar days from the date you communicate your decision of withdrawal of the contract. The deadline will be considered fulfilled if the goods are returned before the end of that period.

You must assume the direct cost of returning the goods.

You will only be responsible for the decrease in the value of the goods resulting from handling other than that necessary to establish the nature, characteristics and operation of the goods.