

Right of withdrawal

last updated on July 23rd, 2026

(1) When concluding a distance selling transaction, consumers generally have a statutory right of withdrawal, which the provider shall inform them in accordance with the statutory model. The exceptions to the right of withdrawal are regulated in paragraph (2). In paragraph (3) you will find a sample withdrawal form.

Cancellation policy

Right of withdrawal

You have the right to cancel this contract within fourteen days without giving any reason. The revocation period is fourteen days from the day of the conclusion of the contract.

In order to exercise your right of withdrawal, you must inform us by means of a clear declaration (e.g. a letter sent by post, telephone call or e-mail) of your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, but it is not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notice of exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of the withdrawal

If you revoke this contract, we shall reimburse you all payments we have received from you without undue delay and at the latest within fourteen days from the day on which we received the notification of your revocation of this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this repayment.

(2) The right of withdrawal shall also expire in the case of a contract for the provision of services if the entrepreneur has provided the service in full and has only begun to perform the service after the consumer has given his express consent to this and at the same time confirmed his knowledge that he will lose his right of withdrawal upon full performance of the contract by the entrepreneur. In the case of an off-premises contract, the consumer's consent must be transmitted on a durable medium.

The right of withdrawal shall also expire in the case of a contract for the supply of digital content not on a tangible medium if the entrepreneur has commenced performance of the contract after the consumer has expressly consented to the entrepreneur commencing performance of the contract before the expiry of the withdrawal period and has confirmed his knowledge that, by giving his consent, he loses his right of withdrawal upon commencement of performance of the contract.

Pursuant to § 312g BGB, the right of withdrawal shall be excluded in the case of contracts for the provision of services relating to the carriage of goods.

(3) The provider informs about the sample withdrawal form according to the legal regulation as follows:

Sample withdrawal form

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

To:
Diewald Digital GmbH
Postfach 23 65
84007 Landshut
GERMANY

E-Mail: info@diewald-digital.de

I/we (*) hereby revoke the contract concluded by me/us (*) for the purchase of the following services (*):

Ordered on (*)/received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only in case of paper communication):

Date:

(*) Please strike out where inapplicable.

The withdrawal can also be declared by telephone:
Phone: +49 160 96424532