

Cancellation policy

Right of cancellation

You have the right to cancel 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, took possession of the goods.

To exercise your right of cancellation, you must notify us (CSL Computer GmbH, Post: Hanseatenstraße 34, 30853 Langenhagen; email: info@csl-computer.com; fax: +49 (0) 511-769 00-199, Tel: +49 (0) 511-769 00-100) of your decision to cancel this contract by means of a clear declaration (e.g. a letter sent by post, fax or email).

To comply with the cancellation period, you merely need to send the notification of the exercise of the right of cancellation before the end of the cancellation period.

Consequences of cancellation

If you cancel this contract, we must refund all payments we have received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days of the day on which we received notification of your cancellation of this contract. We will use the same means of payment for this repayment that you used for the original transaction, unless expressly agreed otherwise with you; under no circumstances will you be charged for this repayment. We may refuse repayment until we have received the returned goods or until you have provided proof that you have returned the goods, whichever is the earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you notify us of the cancellation of this contract. The deadline shall be considered to be met if you send the goods before the expiry of the period of fourteen days. You shall bear the direct costs of returning the goods.

Please send any returned goods to: CSL Computer GmbH, Logistics Centre, Hanseatenstr. 34, 30853 Langenhagen

You are only required 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 for testing the quality, characteristics and functioning of the goods.

End of the cancellation policy

The right of cancellation does not apply to distance contracts:

- for the delivery of goods which 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;
- for the delivery of sound or video recordings or computer software in a sealed package if the seal has been removed after delivery.

You can also download the cancellation policy of the company CSL Computer GmbH as a pdf file. [Link to the right of cancellation](#)

Sample cancellation form

(If you wish to cancel the contract, please complete and return this form).

To:

CSL Computer GmbH
Hanseatenstraße 34
30853 Langenhagen
Fax: +49 (0) 511 / 132232 71
Email: info@csl-computer.com

I/we (*) hereby cancel the contract concluded by me/us (*) for the purchase of the following goods
(*)/the provision of the following service (*):

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

Name of the consumer(s): _____

Address of the consumer(s):

Signature of the consumer(s) (only in the case of notification on paper)

Date: _____

(*) Delete as applicable.

Please send any returned goods to:

CSL Computer GmbH
Hanseatenstr. 34
30853 Langenhagen