



## Right to cancel

You have the right to cancel this contract within 30 days without giving any reason. The cancellation period will expire after 30 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the final good. You must inform us if you wish to exercise your right to cancel.

Our Customer service address is:

**myRobotcenter United Kingdom**

St James House  
13 Kensington Square  
London  
W8 5HD

Email: [office@myRobotcenter.co.uk](mailto:office@myRobotcenter.co.uk)

You must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or email). You may use the [cancellation form template](#), but this is not obligatory.

You can also submit this clear declaration electronically via the [contact form](#) on our website or any other clear statement on our website via „[Return product](#)“. If you make use of this option we will confirm receipt of your cancellation by email without undue delay. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercising your right to cancel before the cancellation period has expired.

## Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs incurred if you chose a type of delivery other than the least ex-pensive method of standard delivery offered by us). We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

**We will make the reimbursement without undue delay, and not later than:**

- (a) 14 days after the day we receive back from you the goods supplied, or
- (b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- (c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment that were used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the returned goods or you have supplied evidence of having returned the goods, whichever is the earliest.

You shall return the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation of this contract to us. The deadline is met if you return the goods before the period of 14 days has expired.

Please contact our Customer Service department to organise the return of the goods. We will arrange the free return shipment for you.

You are only liable for any diminished value of the goods resulting from the handling other than that which is necessary to establish the nature and characteristics of the goods and to ensure that they are in proper working order.

The right of cancellation is only valid for consumers.

**Correct as of: May 2020**