

Cancellation policy

Right of withdrawal of the customer as a consumer

Consumers shall have a right of revocation in accordance with the following provisions, whereby a consumer shall be any natural person who concludes a legal transaction for purposes which can predominantly be attributed neither to his commercial nor to his independent professional activity (§ 13 BGB).

Cancellation policy

In the following, the consumer is informed about the prerequisite and consequences of the legal right of revocation in the case of distance selling orders.

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 on which you or a third party named by you, who is not the carrier, has or has taken possession of the goods.

To exercise your right of withdrawal, you must contact:

penac-brand.shop

KOTOBUKI Europe GmbH

Sichelweg 8

D-90765 Fürth

E-Mail: shop(at)penac-brand.shop

Fax: +49 (0) 911 376626-79

and inform KOTOBUKI Europe GmbH by means of a clear declaration (e.g., a letter sent by post, fax or e-mail) of the decision to revoke this contract. You may use the enclosed model cancellation form for this purpose, which is, however, not mandatory.

In order to comply with the withdrawal period, it is sufficient for you to send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of cancellation

If you withdraw from 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 withdrawal from 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. We may refuse repayment until we have received the goods back 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 without delay 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 is met if you send the goods before the end of the period of fourteen days.

You shall bear the direct costs of returning the goods. You only have 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 checking the condition, properties and functioning of the goods.

Exclusion of the right of withdrawal for custom-made products

The right of revocation does not apply to contracts for the delivery of goods that are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.

End of the cancellation policy



The worldwide brand of the
KOTOBUKI group

Cancellation form

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

To :

penac-brand.shop

KOTOBUKI Europe GmbH

Sichelweg 8

D-90765 Fürth

E-mail: shop(at)penac-brand.shop

Fax: +49 (0) 911 376626-79

I/we (*) hereby revoke 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 consumer(s)

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

Date

(*) Delete where inapplicable.