

Instructions on Withdrawal and Withdrawal Form

Right of Withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

However, the right of withdrawal does not apply to contracts for the delivery of goods that are not prefabricated and for whose production an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.

The withdrawal period is 14 days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the last goods.

To exercise your right of withdrawal, you must inform us (Artacarpa e.U., Owner: Christian Girstmair, Thal-Aue 11b, 9911 Assling, Austria, E-Mail address: info@artacarpa.com, Phone number: +43 (0) 670 188 2800) by means of a clear declaration (for example a letter sent by post or an e-mail) about your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, but it is not mandatory. You can also declare your withdrawal via the withdrawal button provided on our website.

To meet the withdrawal deadline, it is sufficient that you send the notification of exercising the right of withdrawal before the withdrawal period has expired.

Consequences of the Exercise of the Right of Withdrawal

The following provisions only apply if a right of withdrawal actually exists in the individual case.

If you withdraw from this contract, we must repay all payments that 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 from the day on which we received the notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used in the original

transaction, unless something else has been expressly agreed with you; in no case will you be charged fees for this repayment.

We may refuse the repayment until we have received the goods back or until you have provided proof that you have sent back the goods, whichever is earlier.

You must send back or hand over the goods to us without delay and in any case no later than fourteen days from the day on which you inform us about the withdrawal of this contract. The deadline is met if you send the goods before the period of fourteen days has expired.

You 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 that is not necessary to check the condition, properties and functioning of the goods.

Exclusion or Premature Expiry of the Right of Withdrawal

1. The right of withdrawal does not apply to contracts for the supply of goods that are not prefabricated and for the manufacture of which an individual choice of or decision by the Consumer is decisive or which are made to the consumer's specifications or are clearly personalised.
2. The carpet designs offered in the seller's shop are generally produced to measure and made to order. This applies in particular to the individually entered dimensions (length and width), the selected carpet quality, the edging color as well as the chosen design. Each order is produced specifically for the buyer as a custom-made item and is not intended for general resale. There is no right of withdrawal for these goods, as they are manufactured individually according to customer specifications. The buyer expressly agrees to this circumstance and confirms by submitting the order that they are aware of this exclusion. Statutory warranty rights in case of defects remain unaffected. Minor, technically unavoidable deviations, especially in colors or dimensions, may occur within the usual tolerances.

Model Withdrawal Form

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

To

Artacarpa e.U., Owner: Christian Girstmair, Thal-Aue 11b, 9911 Assling, Österreich,
E-mail-address: info@artacarpa.com

I/we (*) hereby revoke the contract concluded by me/us (*) concerning the
purchase of the following goods (*)/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.

Instructions for the Return of Goods

3. The information provided in this section does not constitute a prerequisite for the effective exercise of the right of withdrawal.
4. Please do not send the goods to us freight collect.
5. Please return the goods as a prepaid package to the specified return address and please keep the delivery receipt.
6. Please avoid damage or soiling of the goods.
7. Please return the goods to us in the original packaging and outer packaging with all accessories and packaging components, if possible. If the original packaging or outer packaging is no longer in your possession, other suitable packaging should be used to ensure adequate protection against damage in transit and to avoid any claims for damages due to inadequate packaging.