

## Revocation Policy & Withdrawal Form

Consumers are entitled to a right of withdrawal in accordance with the following provisions, whereby a consumer is any natural person who concludes a legal transaction for purposes that can predominantly be attributed neither to his commercial nor to his self-employed professional activity.

### A. Revocation Policy

For off-premises contracts and distance contracts, consumers have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is 14 days from the day of the conclusion of the contract or on which you or a third party designated by you, who is not the carrier, has taken possession of the last goods.

To exercise your right of withdrawal, you must inform Kara Johnstad, School Of Voice, Pasewaldtstr. 16, 14169 Berlin, e-mail: office@schoolofvoice.berlin, of your decision to withdraw from this contract by means of a clear declaration (e.g. a letter sent by post, fax, or e-mail). You can use the attached sample withdrawal form, which is not mandatory.

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

### Consequences of revocation

If you revoke this contract, we shall reimburse you 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 most favorable standard delivery offered by us), without undue delay and no later than 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 any fees because of 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 shall return or hand over the goods to us without undue delay and in any case no later than within fourteen days from the day on which you notify us of the revocation of this contract. The deadline is 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.

You will 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 are not necessary for testing the condition, properties, and functioning of the goods.

If you have requested that the services begin during the withdrawal period, you shall pay us a reasonable amount corresponding to the proportion of the services already provided up to the time you notify us of the exercise of the right of withdrawal with respect to this contract compared to the total scope of the services provided for in the contract.

### Exclusion of the right of revocation

The right of withdrawal does not apply to consumers who do not belong to a Member State of the European Union at the time of conclusion of the contract and whose sole residence and delivery address are outside the European Union at the time of conclusion of the contract.

The right of withdrawal does not apply to 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.
- Delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

- Delivery of sound or video recordings or computer software in a sealed package, if the seal has been removed after delivery.
- Delivery of newspapers, periodicals, or magazines with the exception of subscription contracts.

## **General notes**

1. Please avoid damage and contamination of the goods. If possible, please return the goods to us in the original packaging with all accessories and with all packaging components. If necessary, use protective outer packaging. If you no longer have the original packaging, please provide adequate protection against transport damage with suitable packaging.
2. If possible, please do not return the goods to us freight collect.
3. Please note that the aforementioned items 1-2 are not a prerequisite for the effective exercise of the right of withdrawal.

## **B. Sample Withdrawal Form**

If you wish to withdraw from the contract, you may do so using the attached sample withdrawal form, which is, however, not mandatory.

**See the following page.**

**Sample withdrawal form as PDF file**

Alternatively, you can download the revocation policy as a PDF file [here](#).

Link: <https://schoolofvoice.berlin/revocation-right>



TO

School Of Voice  
Inh. Kara Johnstad  
Pasewaldtstr. 16  
14169 Berlin  
Deutschland

Fax: +49 30 31806171  
Email: office@karajohnstad.com

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

\_\_\_\_\_

\_\_\_\_\_

Ordered on (\*) \_\_\_\_\_ / received on (\*) \_\_\_\_\_

\_\_\_\_\_  
Name of consumer(s)

\_\_\_\_\_  
Address of the consumer(s)

\_\_\_\_\_  
Signature of consumer(s)(only in case of a notification on paper)

\_\_\_\_\_  
Date  
(\*) Delete as applicable