

Right of withdrawal

Withdrawal policy

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without specifying any reasons.

The withdrawal period amounts to fourteen days from the day on which you or a third party you specify, which is not the forwarder, has or have taken possession of the last product.

To exercise the right of withdrawal, you must inform us (Li-iL GmbH Arzneimittel, Arzneibäder, Leipziger Str. 300, 01139 Dresden, phone: +49 (0) 351/8941210, fax: +49 (0) 351/89412392 or +49 (0) 351/8941226, e-mail: bestellung@dresdner-essenz.com) of your decision to withdraw from this agreement by way of a clear statement (e.g. a letter sent by mail, fax or e-mail). You can use the enclosed sample withdrawal form; however, this is not required.

To comply with the withdrawal period, sending notification that the right of withdrawal has been exercised before the withdrawal period expires is sufficient.

Consequences of withdrawal

If you withdraw from this contract, we must immediately repay all payments, which we have received from you, including delivery costs (with the exception of additional costs incurred in the event you selected a form of delivery other than the standard, most affordable form of delivery offered) no later than fourteen days from the day on which we received notification of your withdrawal from this contract. We will use the same payment method used for the original transaction to make this repayment unless otherwise expressly agreed with you; we will in no case charge you any fees for this repayment. We can refuse reimbursement until the goods have been returned to us or until you provide proof that you have returned the goods depending on which occurs sooner.

You must immediately, in any case no later than fourteen days from the day on which you notified us of your withdrawal from this contract, return or hand over the goods to us. The deadline has been complied with if you send the goods back before fourteen days have passed. You shall carry the immediate costs of the return shipment of the goods.

You are only responsible for covering any lost value if this loss in value is attributed to handling of the goods, which is not necessary for inspecting their condition, properties and functioning.