

Consumers are entitled to a right of cancellation in accordance with the following provisions, whereby the consumer is any natural person who concludes a legal transaction for purposes that are predominantly unrelated to their commercial or independent employment:

## **Cancellation policy**

### **Right of cancellation/right of withdrawal**

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

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

In order to exercise the right of cancellation, the customer must inform "ekey" by means of a clear declaration of his decision to withdraw from this contract, stating his name, address, the goods ordered and the order date. The easiest way to withdraw from the contract is to view every invoice in the detailed view under "My invoices" in the customer account, and press the button "Return". The declaration of withdrawal can also be sent by post to ekey biometric systems GmbH, Lunzerstraße 89, A-4030 Linz, by email to [office@ekey.net](mailto:office@ekey.net) or by fax to +43 732 890 500 - 2002.

To meet the cancellation deadline, it is sufficient for you to send your notification of exercising your right of cancellation before the cancellation period has expired.

### **Consequences of cancellation**

If you withdraw from this contract, we must return to you all payments that we have received from you, including the delivery costs (with the exception of the additional costs that result from choosing a different type of delivery than the cheapest standard delivery offered by us), to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment we use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; in no case will you be charged fees for this repayment. We (ekey biometrics systems GmbH) can refuse the repayment until we have received the goods or until you can provide evidence that you have sent the goods back, depending on which happens earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you informed us of the cancellation of this contract. The customer bears the costs for the return. The deadline is met if you send the goods before the period of fourteen days has expired. It is requested that the goods are always returned to us in their original packaging.

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 to check the nature, properties and functionality of the goods.

### **Exclusion or premature expiry of the right of cancellation**

The right of cancellation 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 consumer's personal needs.

The right of cancellation expires prematurely:

- For goods that are delivered sealed and are unsuitable for return for reasons of health or hygiene, the right of withdrawal does not apply if the goods have been unsealed after delivery.
- For audio or video recordings such as CDs, DVDs, etc., as well as for computer software, that are delivered in a sealed package, the right of withdrawal does not apply if the goods are unsealed after delivery.
- The right of withdrawal does not apply to goods that, due to their nature, have been inseparably mixed with other goods after their delivery.

### **General information**

Please avoid damage and contamination of the product. If possible, please send the goods back to us in their original packaging with all accessories and all packaging components. If necessary, use protective outer packaging. If you no longer have the original packaging, please use suitable packaging to provide adequate protection against transport damage.

**Cancellation form ekey biometric systems GmbH**

If you wish to cancel the contract, please fill out this form and send it back.

**ekey biometric systems GmbH**

Lunzerstraße 89

A-4030 Linz

Austria

Fax: +43 732 890 500 - 2002

Email: [office@ekey.net](mailto:office@ekey.net)

I hereby withdraw from the contract I concluded for the purchase of the following products:

Product	Number	Reason for return (optional)

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Invoice number

ordered on

received on

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Name

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Address

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Signature

Date