

## Annex 1 to the Terms & Conditions

### Information on the Right to Withdraw from a Distance Sales Contract

1. The right to withdraw from a distance sales contract under the terms set out below is available to Consumers and to individuals running a sole proprietorship who are making a purchase of a non-business nature.
2. You have the right to withdraw from the Sales Contract within 14 days without giving any reason. The withdrawal period expires after 14 days from:
  - a) for a contract under which the goods are delivered and ownership is transferred – from the moment the goods are delivered to the person indicated in point 1 above, their household member, or another person present at the delivery address indicated as the place of delivery of the goods, or to a third party other than the carrier designated by the person indicated in point 1 above; and in the case of a contract which:
    - i. covers multiple items delivered separately, in batches or parts – from the moment of taking possession of the last item, batch, or part;
    - ii. involves regular delivery of goods over a fixed period – from the moment of taking possession of the first item;
  - b) for all other contracts – from the date of conclusion.
3. To exercise the right of withdrawal, you must send a clear statement of withdrawal from the concluded sales contract in writing to the Seller's registered address or by email to: [info@lelei.earth](mailto:info@lelei.earth).
  - a. You may use the withdrawal form template, which constitutes Annex 2 to these Terms & Conditions, but this is not obligatory.
  - b. To meet the withdrawal deadline, it is sufficient to send information on exercising the right of withdrawal before the withdrawal period has expired.
  - c. In the event of withdrawal from the sales contract, within 14 days from the date of receiving or collecting the returned goods after the withdrawal statement, the Seller will refund all payments received for the order being withdrawn from, including the cost of delivering the goods (except for additional costs arising from choosing a delivery method other than the cheapest standard delivery option offered by us). The refund will be made using the same payment methods used by you when placing the order, unless you explicitly state otherwise in your withdrawal statement.
  - d. For contracts obligating the transfer of ownership of goods, where we have not offered to collect the goods after your withdrawal statement – please return and deliver the goods to our registered address: **Kalinowo 14a, 18-421 Piątnica**, no later than 14 days from the date you informed us of your withdrawal from this contract. The deadline is met if you send the goods back before the 14-day period expires. You bear the direct costs of returning the goods.
  - e. Please note that you are responsible for any reduction in the value of the goods resulting from handling them in a way that goes beyond what is necessary to determine their nature and characteristics. The Seller reserves the right to reduce the refund amount if the product is damaged or shows signs of use beyond what is necessary to determine its nature and characteristics. In particular, this applies if the product has been stripped of seals, security features, labels, foil, or other elements whose removal was not necessary to inspect the product and decide on its retention or return. The degree of reduction in the value of the product and the corresponding deduction from the refund amount will be determined by the Seller. The Seller further reserves that, for health protection and hygiene reasons, if the Consumer opens the product packaging after delivery, the right to withdraw from a distance sales contract does not apply.
  - f. You are also responsible for properly securing the goods for delivery to the Seller's address.
4. Other terms regarding withdrawal from a distance sales contract are set out in the Terms & Conditions of the online store [www.lelei.earth](http://www.lelei.earth), available at the indicated address.