

Cancellation Policy

You have the right to cancel the contract of sale within fourteen days without stating reasons.

The fourteen day cancellation period starts on the day you or a third party named by yourself, excluding the carrier, takes possession of the goods.

To exercise your right of revocation you need to notify us (Rodenti GmbH & Co KG, Rheinstraße 60 b, 56203 Höhr-Grenzhausen, serviceteam@rodipet.com, Deutschland, Telefon: +49 (0) 26 24 - 94 92 882) of your decision to withdraw from this contract by means of an unmistakable notice (e. g. a mailed letter or an email). You may use the below revocation form template, yet this is not compulsory.

In order to meet the revocation deadline you need to send off the cancellation notice before the end of the revocation deadline.

Consequences of Withdrawal

If you withdraw from the contract of purchase we will return to you any payments made by yourself, including shipping charges (excluding only, where applicable, delivery charges for alternative delivery methods chosen by yourself that exceed our most favourable means of standard delivery). Return payments will be made immediately and at the latest fourteen days after we have received your notice of cancellation of the contract of purchase. Return payments will be made using the means of payment in the original transaction, unless expressly agreed otherwise with you. In no case will you be charged for repayment. We reserve the right to withhold repayment until the goods have been returned to us or you have provided proof that you have returned the goods, whichever is earlier.

You must return the goods to us at Rodenti GmbH & Co. KG, Rheinstraße 60 b, 56203 Höhr-Grenzhausen immediately and at the latest by fourteen days from the date you inform us of the cancellation of this contract. The deadline is met if you send the goods before the deadline. You must bear the immediate costs of returning the goods. You only have to pay for any possible loss in value of the goods if this loss is due to you handling the goods in a manner other than what is necessary to examine the nature, characteristics and functioning of the goods.

Withdrawal Notification Template

(If you wish to withdraw from a contract of purchase, you may do so by filling in this form and sending it back to us.)

- To Rodenti GmbH & Co KG, Rheinstraße 60 b , 56203 Höhr-Grenzhausen, serviceteam@rodipet.com, Deutschland
- I/we(*) hereby withdraw from the contract of purchase of the following goods/services(*)
- Order date(*)/ date received(*)
- Customer name(s)
- Customer address(es)
- Customer signature(s) (only for cancellations sent on paper)
- Date

() delete as appropriate.*

