

# Cancellation policy

**In case of a sales contract for one product or a sales contract for several products that were delivered to you together, you may cancel the contract concluded by you in accordance with the following provisions:**

## Cancellation policy

### Right of cancellation

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

The cancellation period is fourteen days from the date on which you or a third party named by you, other than the carrier, took possession of the products.

To exercise your right of cancellation, you need to inform us,

DWA German Association for Water, Wastewater and Waste, Theodor-Heuss-Allee 17, 53773 Hennef, Germany, Tel.: + 49 2242 872 333, Fax: + 49 2242 872 100, Email: info@dwa.de

by means of a clear statement (e.g. a letter sent by post, fax or email) of your decision to cancel this contract. For this purpose, you can use the attached sample cancellation form which is, however, not mandatory. In order to observe the cancellation period, it is sufficient for you to send the statement that you wish to exercise your right of cancellation before expiry of the cancellation period.

### Effects of cancellation

If you cancel this contract, we are to refund all the payments that we have received from you, including delivery costs (with the exception of any additional costs arising if you have chosen a type of delivery other than the cheapest standard delivery offered by us) without delay, and at the latest within fourteen days from the date on which we receive the notification of your cancellation of this contract. For this refund, we use the same method of payment that you used in the original transaction, unless explicitly agreed otherwise with you. You will, under no circumstances, be charged for this refund. We may withhold the refund until we have received the goods back or until you have demonstrated that you have returned the goods, whichever is the earlier.

You are to send back or hand over the goods promptly, and under no circumstances later than fourteen days from the date on which you notify us of the cancellation of this contract. The deadline is met if you send the goods back before expiry of the period of fourteen days. You bear the direct costs of returning the goods. The costs are estimated at a maximum of approx. € 50.00 EUR. You only need to pay for any loss in value of the goods, if the loss in value is due to any handling of the goods which was not necessary to ascertain their nature, characteristics and functioning.

### Exclusion of the right of cancellation

For digital goods and downloads, the right of cancellation expires on commencement of the download. In addition, there is no right of cancellation for the delivery of software if the data carriers delivered have been unsealed by the consumer.

Your DWA

**In case of a contract for several products ordered by you within the framework of a single order and which have been delivered to you separately, you may cancel the contract concluded by you in accordance with the provisions set out below:**

## Cancellation policy

### Right of cancellation

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

The cancellation period is fourteen days from the date on which you or a third party named by you, other than the carrier, took possession of the last products.

To exercise your right of cancellation, you need to inform us,

DWA German Association for Water, Wastewater and Waste, Theodor-Heuss-Allee 17, 53773 Hennef, Germany, Tel.: + 49 2242 872 333, Fax: + 49 2242 872 100, Email: info@dwa.de

by means of a clear statement (e.g. a letter sent by post, fax or email) of your decision to cancel this contract. For this purpose, you can use the attached sample cancellation form which is, however, not mandatory. In order to observe the cancellation period, it is sufficient for you to send the statement that you wish to exercise your right of cancellation before expiry of the cancellation period.

### Effects of cancellation

If you cancel this contract, we are to refund all the payments that we have received from you, including delivery costs (with the exception of any additional costs arising if you have chosen a type of delivery other than the cheapest standard delivery offered by us) without delay, and at the latest within fourteen days from the date on which we receive the notification of your cancellation of this contract. For this refund, we use the same method of payment that you used in the original transaction, unless explicitly agreed otherwise with you. You will, under no circumstances, be charged for this refund. We may withhold the refund until we have received the goods back or until you have demonstrated that you have returned the goods, whichever is the earlier.

You are to send back or hand over the goods promptly, and under no circumstances later than fourteen days from the date on which you notify us of the cancellation of this contract. The deadline is met if you send the goods back before expiry of the period of fourteen days. You bear the direct costs of returning the goods. The costs are estimated at a maximum of approx. € 50.00 EUR. You only need to pay for any loss in value of the goods, if the loss in value is due to any handling of the goods which was not necessary to ascertain their nature, characteristics and functioning.

### Exclusion of the right of cancellation

For digital goods and downloads, the right of cancellation expires on commencement of the download. In addition, there is no right of cancellation for the delivery of software if the data carriers delivered have been unsealed by the consumer.

Your DWA

**In case of a contract for regular delivery of products over a specified period of time (subscription), you may cancel the contract concluded by you in accordance with the provisions set out below:**

## Cancellation policy

### Right of cancellation

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

The cancellation period is fourteen days from the date on which you or a third party named by you, other than the carrier, took possession of the first products.

To exercise your right of cancellation, you need to inform us,

DWA German Association for Water, Wastewater and Waste, Theodor-Heuss-Allee 17, 53773 Hennef, Germany, Tel.: + 49 2242 872 333, Fax: + 49 2242 872 100, Email: info@dwa.de

by means of a clear statement (e.g. a letter sent by post, fax or email) of your decision to cancel this contract. For this purpose, you can use the attached sample cancellation form which is, however, not mandatory. In order to observe the cancellation period, it is sufficient for you to send the statement that you wish to exercise your right of cancellation before expiry of the cancellation period.

### Effects of cancellation

If you cancel this contract, we are to refund all the payments that we have received from you, including delivery costs (with the exception of any additional costs arising if you have chosen a type of delivery other than the cheapest standard delivery offered by us) without delay, and at the latest within fourteen days from the date on which we receive the notification of your cancellation of this contract. For this refund, we use the same method of payment that you used in the original transaction, unless explicitly agreed otherwise with you. You will, under no circumstances, be charged for this refund. We may withhold the refund until we have received the goods back or until you have demonstrated that you have returned the goods, whichever is the earlier.

You are to send back or hand over the goods promptly, and under no circumstances later than fourteen days from the date on which you notify us of the cancellation of this contract. The deadline is met if you send the goods back before expiry of the period of fourteen days. You bear the direct costs of returning the goods. The costs are estimated at a maximum of approx. € 50.00 EUR. You only need to pay for any loss in value of the goods, if the loss in value is due to any handling of the goods which was not necessary to ascertain their nature, characteristics and functioning.

### Exclusion of the right of cancellation

For digital goods and downloads, the right of cancellation expires on commencement of the download. In addition, there is no right of cancellation for the delivery of software if the data carriers delivered have been unsealed by the consumer.

Your DWA

**If you wish to exercise your right of cancellation, you may use the cancellation form printed on the back.**

# Cancellation form

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

**German Association for Water, Wastewater and Waste (DWA)**

Theodor-Heuss-Allee 17  
53773 Hennef  
Germany  
Fax: + 49 (0)2242 872-100  
E-Mail: [info@dwa.de](mailto:info@dwa.de)

I/we hereby cancel the contract concluded by me/us for the purchase of the following goods<sup>\*1</sup>/provision of the following service<sup>\*1</sup>

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- Ordered on<sup>\*1</sup>/received on<sup>\*1</sup>: \_\_\_\_\_
- Name of the consumer: \_\_\_\_\_
- Address of the consumer: \_\_\_\_\_

\_\_\_\_\_  
Signature of the consumer

\_\_\_\_\_  
Date

\*1 Delete as applicable