

Right of Withdrawal

You can withdraw from your contractual statement within one month either in writing (e.g. per letter, fax, or e-mail) without stating reasons or - if the item is placed at your disposal prior to the expiry of this period - by returning the ordered goods.

The period in which the return needs to be completed begins upon receipt of this instruction in text form, **but not before receipt of the goods by the recipient (in the recurring supply of similar goods not before receipt of the first partial delivery), and not before we have met our obligations as defined by the German Civil Code (BGB) according to sec. 312g par. 1 clause 1 in conjunction with Art. 246 sec. 3 of the Introductory Law to the German Civil Code (EGBGB) and our information obligations according to Art. 246 sec. 2 in conjunction with sec. 1 par. 1 and 2 EGBGB.**

In order to meet the withdrawal period it is sufficient to return the goods and/or send your demand of withdrawal on time.

Please address your demand of withdrawal to:

Lens and More

PO Box 1296

BEDFORD

MK40 2WZ

or via e-mail to:

info@contactsuniverse.co.uk

or via Fax to:

+49 (0) 7274 7076-76

Returns need to be addressed to:

Lens and More

PO Box 1296

BEDFORD

MK40 2WZ

Before returning goods, please contact our customer service team:

- via e-mail: info@contactsuniverse.co.uk

- via Fax: +49 (0) 7274 7076-76

Incurred costs are refunded according to statutory law. Please contact our customer service team.

Withdrawal Consequences

If the withdrawal takes effect, both parties must return the received services and if necessary the uses made of them (e.g. interest). If you cannot return the goods, or only in part or in a diminished state, you might need to pay compensation. This shall not apply in the event that the deterioration of the surrendered goods is due to the inspection of the goods as it would have been possible in a shop for example. **You do not have to pay**

compensation for any deterioration that might occur by using the goods as intended.

Goods suitable for shipment are returned at our risk. You will have to meet the costs for the return if the delivered goods correspond to the order and if the price of the returned goods does not exceed 40 EUR, or if, in the event of the price of the goods being higher at the time of cancellation, you have not yet performed the service in return or paid a contractually agreed part payment. Otherwise the return shipment is free of charge. Goods not ready and suitable for shipment will be collected. Obligations to refund payments must be met within 30 days. The period starts for you upon sending the cancellation statement or the goods, and for us upon receiving them.

End of cancellation policy

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