

## Cancellation Policy

We would like to draw your attention to the online dispute resolution guidelines pursuant to art. 14 para. 1 ODR-VO. The European commission offers a platform for online dispute resolution (OS), this can be found at <http://ec.europa.eu/consumers/odr/>.

## Right to Cancel Online Orders

You have the right to cancel the contract within 14 days without giving any reason. The cancellation period will expire 14 days from the day, on which you, or a third party other than the carrier and specified by you acquires physical possession of the goods.

To exercise your cancellation rights, you must inform us, (ff publishers GmbH, Bernsteinstr. 124, 70619 Stuttgart, Deutschland, T. +49 711 2488834, F +49.711.2488835, [contact@ffpublishers.de](mailto:contact@ffpublishers.de)) of your decision to cancel this contract by an unequivocal statement (e.g. a letter sent by post, a fax or an email). You may use the attached example cancellation, but this is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise to cancel the order before the cancellation period has expired.

Stuttgart, den  
20. Mai 2018

## Consequences of Cancelling the Contract

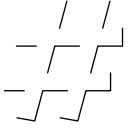
If you cancel this contract, we shall reimburse all payments made by you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without delay and no more than 14 days after the day on which we are informed about your decision to cancel this contract. Reimbursement will be carried out using the means of payment that you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the returned goods or you have supplied evidence of having returned the goods, whichever takes place first.

You must return the good to us at ff publishers GmbH, Bernsteinstr. 124, 70619 Stuttgart, Germany without undue delay and no more than 14 days from the day on which you communicated your cancellation of this contract to us. The deadline is met if you send back the goods before the

Seite  
5



period of 14 days has expired. You are required to bear the direct cost of returning the goods. You are only liable for any damage to the goods that results from handling other than that what was necessary to establish the nature, characteristics and functioning of the goods.



**ff publishers GmbH**

contact@ffpublishers.de  
www.ffpublishers.de

**Stuttgart**

Bernsteinstraße 124  
70619 Stuttgart

T. +49 711 248 88 34

F. +49 711 248 88 35

**General Terms and Conditions** / Bookshop

## Returns form

**If you wish to return the goods please complete this form and return it to us with the ordered goods.**

ff publishers GmbH  
Bernsteinstraße 124  
70619 Stuttgart  
Germany

I hereby cancel the contract pertaining to the purchase of the following goods:

---

(Name of the goods, or order number and price)

**Goods ordered on:**

\_\_\_\_\_ date

**Goods received on:**

\_\_\_\_\_ date

**Name and address (customer)**

---

**Account details (customer)**

---

**The goods will be returned**

with this form

separately

I have read the cancellation policy.

---

Date and signature (customer)