**(WITHDRAWAL FORM)**

The withdrawal form is intended for use by Consumer Protection the consumer's right of withdrawal provided for by law, would unilaterally depart from the distance agreement concluded with the seller limited liability company "BIOEFEKTS" (hereinafter - the Company), unified registration number 40103110309, legal address: Līvzemes iela 30, Salaspils, Salaspils county, LV-2169, phone: +371 27774433, e-mail: [info@bioefekts.lv](mailto:info@bioefekts.lv).

The form must be submitted in person to the registered office of the Company during its working hours by sending by post or with a secure electronic signature and time stamp to [info@biefekts.lv](mailto:info@biefekts.lv) .

The right of withdrawal is the consumer 's right to withdraw unilaterally from the contract (refuse the order) without paying a penalty, interest or damages.

The right of withdrawal shall be exercised within 14 (fourteen) calendar days, of which the date on which the consumer or a third party other than the carrier and indicated by the consumer has received the last item. Dispatch of the withdrawal within a specified period of time shall terminate the contract and relieves the consumer of any contractual obligations other than those relating to the goods return to seller.

**The right of withdrawal shall not be exercised if:**

1. The price of a commodity depends on financial market fluctuations, which the seller cannot control and which may arise during the period of the right of withdrawal;
2. The product is made according to the consumer's instructions or the product is unambiguous personalized;
3. The product is perishable or is about to expire;
4. The consumer has opened the packaging of the product which for health and hygiene safety reasons cannot be returned;
5. Due to its characteristics, the product is permanently mixed with other things after delivery;
6. In other Cabinet Regulation no. 255 "Regulations on distance contracts" points referred to in point 22. sub points.

**Return of goods**

The consumer is obliged to return the product within 14 days after the withdrawal form has been delivered to the Company (if the goods have been received). The returned product must be delivered to the factory store located at Līvzemes street 30, Salaspils, LV-2169. The consumer is responsible for maintaining the quality of the product during the period of exercise of the right of withdrawal. The consumer exercising the right of withdrawal is responsible for any decrease in the value of the goods, if the goods have been used in a way that does not comply with the principle of good faith (improper storage).

**Refund**

The seller is obliged to immediately, but not later than within 14 days from receiving the withdrawal form, reimburse the consumer the amount of money for the goods paid until the termination of the contract. The seller is entitled not to reimburse the consumer the amount of money paid for the goods until it is returned or documents are submitted, confirming its dispatch to the seller.

I/we declare that I/we wish to withdraw from the contract I/we have concluded for the purchase of certain goods/provision of services (delete as appropriate):

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Order date and order number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of receipt: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total order amount (in words): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I would like to receive a refund to my current account:

Name (s) of the consumer (s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Personal identification code of the consumer (s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of consumer (s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (s) of the consumer (s)[[1]](#footnote-1): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date and place[[2]](#footnote-2): \_\_\_\_\_\_\_\_\_\_\_\_

1. Not required if signed with a secure electronic signature containing a time stamp. [↑](#footnote-ref-1)
2. Not required if signed with a secure electronic signature containing a time stamp. [↑](#footnote-ref-2)