

Model form for right of withdrawal

(this form should only be completed and returned if you want to withdraw from the contract)

— To

Engelsmodelspoor.shop
t.a.v. Retouren
Rohofstraat 132
7604AK Almelo
info@engelsmodelspoor.shop

— I/we* herewith inform you that, in respect of our contract regarding
The sale of the following products: [description of the product]*
The delivery of the following digital content: [description of the digital content]*
The supply of the following service: [description of the service]*

I/we* exercise our right of withdrawal.

— Ordered on*/received on*

— Consumer(s)' name

— Consumer(s)' address

— Consumer(s)' signature] (only if this form is submitted on paper)

— Date(*)

*Delete or provide supplementary information, as applicable.

Guarantee

Englishmodelrailways.shop guarantees that the products and/or services fulfill the contract, the specifications stated in the offer, the reasonable requirements of reliability and/or serviceability and the statutory stipulations and/or government regulations that existed on the date that the contract was concluded. If agreed the trader also guarantees that the product is suited for other than normal designation.

Right of withdrawal

You have the right to dissolve a contract, without giving reasons, during a period of 14 days

The period commences on the day after the product was received by you, or a third party designated by you, who is not the transporting party.

If you want to exercise your right of withdrawal you shall report this to us,

Englishmodelrailways.shop
Rohofstraat 132
7604AK Almelo
The Netherlands
+31 546 827092
info@englishmodelrailways.shop,

within the withdrawal period, by means of the model form for right of withdrawal or in some other unequivocal way.

Right of withdrawal and the costs involved

- As quickly as possible, but no later than 14 days after the day of reporting you shall return the product, or hand it over to us. You will in any case have complied with the time for returning goods if he sends the product back before the withdrawal period has lapsed.
- You will return the product with all relevant accessories, if reasonably possible in the original state and packaging.
- The risk and the burden of proof for exercising the right of withdrawal correctly and in time rest upon you.
- You bear the direct costs of returning the product.

Return address

Please return the products accompanied with a copy of the invoice in appropriate packaging to:

Englishmodelrailways.shop
Rohofstraat 132
7604AK Almelo
The Netherlands

Complaints

For all your queries you may contact us. We would like to help you.

If your complaint has not been solved you may send a written complaint to englishmodelrailways.shop.

Please send your complaint mentioning the your name, address and order number to:

Englishmodelrailways.shop
Attn. Complaints
Rohofstraat 132
7604 AK Almelo
The Netherlands

You can also send your complaint by e-mail to info@englishmodelrailways.shop use our contact form, or phone us +31 546 827092.

As soon as we received your e-mail or letter you will receive an acknowledgment of receipt. Within 7 days you will receive an answer after the acknowledgment of receipt on your complaint.