Right of withdrawal

Withdrawal information

Important information about event tickets: The following withdrawal information does not apply to tickets for leisure events offered in our shop that take place on a specific date or during a specified period.

You have the right to withdraw from this contract within **fourteen days** without giving any reason.

The withdrawal period expires fourteen days after the day on which you, or a third party nominated by you other than the carrier, take physical possession of the goods or, in the case of partial deliveries, the last item.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement, for example a letter sent by post or an email.

You may use the **model withdrawal form**, but this is not obligatory.

Please send your withdrawal notice to:
Frank Engelhardt · NENA-Shop
Bergische Landstraße 25 · 51503 Rösrath · Germany
Tel.: +49 40 22739602 · widerruf@nena-shop.de

To meet the withdrawal deadline, it is sufficient to send your communication concerning the exercise of your right of withdrawal before the withdrawal period expires.

Effects of withdrawal

If you withdraw from this contract, we will reimburse all payments received from you, including delivery costs, without undue delay and no later than fourteen days after the day on which we are informed of your decision to withdraw from this contract.

This excludes any additional costs arising from your choice of a delivery method other than the least expensive standard delivery offered by us.

We will make the reimbursement using the same means of payment that you used for the original transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of this reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence that you have sent them back, whichever is earlier.

You are only liable for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning.

Returning the goods

You must send back or hand over the goods to the address below without undue delay and, in any event, no later than **fourteen days** after the day on which you inform us of your withdrawal from this contract.

Return address
Frank Engelhardt · NENA-Shop
Bergische Landstraße 25 · 51503 Rösrath · Germany

The deadline is met if you send the goods back before the fourteen-day period expires.

You are responsible for the cost of returning the goods.

Withdraw from the contract · shop.nena.de