

Cancellation Policy

for orders placed in the RUKU1952 online shop

Right of cancellation

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you, or a third party named by you who is not the carrier, took possession of the goods.

In the case of a contract for multiple goods which you ordered as part of a single order and which are delivered separately, the cancellation period begins on the day on which you, or a third party named by you who is not the carrier, took possession of the last item. To exercise your right of cancellation, you must inform us of your decision to cancel this contract by means of a clear statement, for example by a letter sent by post or by email.

Notice of cancellation must be sent to:

RUKU1952® / ZINGERLE GROUP AG

Strada Val Pusteria 2

I-39040 Naz-Sciaves (BZ)

Italy

T +49 (0) 7303 95215 0

Email: global@zingerle.group

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

Effects of cancellation

If you cancel this contract, we shall reimburse to you all payments we have received from you, including delivery costs, with the exception of any additional costs arising from your choice of a type of delivery other than the least expensive standard delivery offered by us, without undue delay and no later than within fourteen days from the day on which we received notice of your cancellation.

For this reimbursement, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you. Under no circumstances will you be charged any fees for this reimbursement.

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We may withhold reimbursement until we have received the goods back or until you have provided evidence that you have returned the goods, whichever occurs first.

You must send back or hand over the goods without undue delay and in any event no later than within thirty days from the day on which you inform us of the cancellation of this contract, to the following address:

RUKU1952® / ZINGERLE GROUP AG

Strada Val Pusteria 2

I-39040 Naz-Sciaves (BZ)

Italy

The deadline is met if you send back the goods before the period of thirty days has expired.

You bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods if this diminished value is due to handling of the goods which was not necessary in order to check their nature, characteristics and functioning.

Exclusion of the right of cancellation

The right of cancellation does not apply to contracts for the supply of goods that are not prefabricated and for the production of which an individual choice or decision by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer.

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Model cancellation form

If you wish to cancel the contract, please complete and return this form.

To:

RUKU1952® / ZINGERLE GROUP AG

Strada Val Pusteria 2

I-39040 Naz-Sciaves (BZ)

Italy

Email: global@zingerle.group

I/We (*) *hereby cancel the contract concluded by me/us* (*) for the purchase of the following goods (*) / *the provision of the following service* (*):

Ordered on (*) / *received on* (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is submitted on paper):

Date:

(*) Delete as appropriate.

Note: Please check once again before sending whether the contracting party stated in your shop and in the order confirmation exactly matches the information given here.