Withdrawal information

Aufzüge mit Herz GmbH
For consumers · Including model withdrawal form

English translation of the German version dated 31 October 2026.

Right of withdrawal

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

The withdrawal period will expire fourteen days after the day on which the contract is concluded.

To exercise the right of withdrawal, you must inform us (Aufzüge mit Herz GmbH, An der Industriebahn 3–4, 13088 Berlin, Germany, telephone: +49 30 13 88 26 00, email: info@herz-aufzuege.de) 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 attached model withdrawal form, but it is not obligatory.

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

Effects of withdrawal

If you withdraw from this contract, we shall reimburse all payments received from you, including delivery costs (except for supplementary costs resulting from your choice of a type of delivery other than the least expensive standard delivery offered by us), without undue delay and in any event no later than fourteen days after the day on which we are informed of your decision to withdraw from this contract. We will make the reimbursement using the same means of payment as 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 the reimbursement.

If you requested that the performance of services begin during the withdrawal period, you shall pay us an amount proportionate to the services already provided up to the time when you inform us of your exercise of the right of withdrawal in respect of this contract, in comparison with the full extent of the services provided for in the contract.

Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

To: Aufzüge mit Herz GmbH
An der Industriebahn 3–4, 13088 Berlin, Germany
Email: info@herz-aufzuege.de

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*) / for 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.