

Overview

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1. When does which cancellation policy apply?

If you order as a consumer and the subject of your order is the delivery of goods (e.g. delivery of a CD or oils), the following “cancellation policy for the delivery of goods” applies to you.

If you order as a consumer and your order involves the purchase of digital content that is not delivered on a physical data carrier (e.g. online courses or downloading an MP3 file), the following “cancellation policy for the acquisition of digital content that is not supplied on a physical medium”.

If you order as a consumer and the subject of your order is a service (e.g. participation in an event), the following “cancellation policy for services” applies to you.

2. Cancellation policy for the delivery of goods

Cancellation policy for the delivery of goods

Right of withdrawal

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 has taken possession of the goods.

In order to exercise your right of withdrawal, you must inform us (Dr. Caroline Böttiger, Wallstr. 74, 10179 Berlin, Tel. : (030) 27581121, Fax: (030) 27583220, E-Mail: info@emotional-mind.com) by means of a clear Declaration (e.g. a letter sent by post, fax or email) of your decision to withdraw from this contract. You can use the attached model withdrawal form for this purpose, but this is not mandatory.

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

Consequences of withdrawal

If you withdraw from this contract, we will have given you all the payments that we have received from you, including delivery costs (with the exception of the additional costs that result from choosing a different type of delivery than the cheapest standard delivery offered by us have), to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment we use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment. We can refuse repayment until we

have received the goods back or until you have provided evidence that you have sent the goods back, whichever is earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you informed us of the cancellation of this contract. The deadline is met if you send the goods before the period of fourteen days has expired. You bear the direct costs of returning the goods. You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary to check the nature, properties and functionality of the goods.

3. Cancellation policy for the purchase of digital content that is not delivered on a physical data carrier

Cancellation policy for the purchase of digital content that is not delivered on a physical data carrier

Right of withdrawal

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

The cancellation period is fourteen days from the day the contract is concluded.

In order to exercise your right of withdrawal, you must inform us (Dr. Caroline Böttiger, Liniestraße 130, 10115 Berlin, Tel: (030) 27581121, Fax: (030) 27583220, info@emotional-mind.com) by means of a clear declaration (e.g. letter sent by post, fax or email) of your decision to withdraw from this contract. You can use the attached model withdrawal form for this purpose, but this is not mandatory.

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

Consequences of withdrawal

If you withdraw from this contract, we will have given you all the payments that we have received from you, including delivery costs (with the exception of the additional costs that result from choosing a different type of delivery than the cheapest standard delivery offered by us have), to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment we use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment.

special instructions

Your right of withdrawal expires prematurely if we have started executing the contract after you have expressly agreed that we will start executing the contract before the withdrawal period has expired and you have confirmed that you have given your consent to the beginning of execution of the contract lose your right of withdrawal.

4. Cancellation policy for contracts for services

Right of withdrawal

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

The cancellation period is fourteen days from the day the contract is concluded.

In order to exercise your right of withdrawal, you must inform us (Dr. Caroline Böttiger, Liniestraße 130, 10115 Berlin, Tel: (030) 27581121, Fax: (030) 27583220, info@emotional-mind.com) by means of a clear declaration (e.g. letter sent by post, fax or email) of your decision to withdraw from this contract. You can use the attached model withdrawal form for this purpose, but this is not mandatory.

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

Consequences of withdrawal

If you withdraw from this contract, we will have given you all the payments that we have received from you, including delivery costs (with the exception of the additional costs that result from choosing a different type of delivery than the cheapest standard delivery offered by us have), to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment we use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment.

If you have requested that the services should begin during the cancellation period, you have to pay us a reasonable amount, which corresponds to the proportion of the services already provided up to the point in time at which you informed us of the exercise of the right of cancellation with regard to this contract Compared to the total scope of the services provided in the contract.

special instructions

Your right of revocation expires prematurely if we have completely provided the service owed and have only started to perform the service after you have given your express consent and at the same time confirmed your knowledge that you will lose your right of revocation if we have fully fulfilled the contract.

5. Model withdrawal form

Model withdrawal form

(If you want to cancel the contract, please fill out this form and send it back.)

- To Dr. Caroline Böttiger, Wallstr. 74, 10179 Berlin, Fax: (030) 27583220, info@emotional-mind.com

- I / we (*) hereby revoke 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 the consumer (s)

- Address of the consumer (s)

- Signature of the consumer (s) (only when notified on paper)

- date

(*) Delete where inapplicable.