

WITHDRAWAL POLICY

Version 1 – valid from 25th of November 2025

This English translation is provided for convenience only. In case of discrepancies, the German version of the Withdrawal Policy („Widerrufsbelehrung“) applies legally.

What is the right of withdrawal?

As a consumer, you have the right to withdraw from this contract within fourteen (14) days without giving any reason.

When does the period begin?

The withdrawal period is 14 days and begins on the day on which you or a third party named by you, who is not the carrier, took possession of the goods.

The start of the period depends on the type of order:

- **Individual goods:** upon receipt of the goods.
- **Multiple goods (from one contract), separate delivery:** upon receipt of the last goods.
- **Delivery of goods in multiple partial shipments or pieces:** upon receipt of the last partial shipment or the last piece.

To meet the deadline, it is sufficient to send the cancellation in good time before the expiry of the 14 days.

How does withdrawal work?

To exercise your right of cancellation, you must clearly inform us of your decision (e.g. by e-mail or letter). No reason is required.

Please send your withdrawal to:

RM Rethink Minimal GmbH
Mozartstraße 22/3/9
9020 Klagenfurt, Austria
E-Mail: <mailto:office@rethinkminimal.com>

You can use the sample withdrawal form below or send us an informal message. It is sufficient if you send the notification before the deadline expires.

Consequences of withdrawal (reversal of transaction)

If you withdraw from this contract, we will refund all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the cheapest standard delivery offered by us).

The refund will be made using the same means of payment that you used for the original transaction, unless expressly agreed otherwise.

We may refuse to refund until we have received the goods back or you have provided proof that you have returned the goods, whichever is earlier.

Returning the goods

You must return or hand over the goods to us immediately and at the latest within 14 days of the day on which you notified us of your withdrawal from this contract.

The deadline is met if you send the goods before the deadline expires.

You must bear the direct costs of returning the goods

Return to:

RM Rethink Minimal GmbH
Mozartstraße 22/3/9
9020 Klagenfurt, Austria

Packaging and condition of the goods (depreciation)

Please pack the items carefully to avoid damage during transport and use the original packaging if possible.

You may inspect the goods as you would in a shop.

However, you must pay for any loss in value of the goods if this is due to handling of the goods that was not necessary for checking their condition, properties and functionality.

We reserve the right to take such loss in value into account when issuing a refund.

Exceptions to the right of withdrawal (cosmetics & hygiene)

According to **§ 18 Abs. 1 Z 5 FAGG** there's **no withdrawal** for goods

- that are not suitable for return for reasons of health protection or hygiene,
- and whose seal has been removed after delivery.

This means that for cosmetics and personal care products, the right of withdrawal expires as soon as the seal (e.g. protective film, banderole, hygiene seal, unscrewing of the pump cap (e.g. bottle) or safety seal (e.g. Doypack)) has been removed or the packaging has been opened.

Sample withdrawal form (optional)

If you wish to withdraw from the contract, you can fill out the following form and send it to us:

To:

RM Rethink Minimal GmbH
Mozartstraße 22/3/9
9020 Klagenfurt, Austria
E-Mail: <mailto:office@rethinkminimal.com>

I hereby withdraw from the contract I concluded for the purchase of the following goods):

Ordered on () / received on ()

Name of consumer(s):

Address of consumer(s):

Signature (only for notifications via letter):

Date:

(*) Delete as applicable.

Legal basis

The right of withdrawal is based on the provisions of the Austrian Distance and Off-Premises Sales Act (FAGG) and the Consumer Protection Act (KSchG) in their currently valid versions.