

Refund policy

Cancellation policy for consumers

(1) Consumers generally have a statutory right of withdrawal when concluding a distance selling transaction, about which the provider provides information below in accordance with the statutory model. Paragraph (3) contains a sample withdrawal form. In paragraph (4), the provider provides information on cases in which the customer cannot revoke his declaration of intent or in which the customer loses an initially existing right of revocation.

(2) Cancellation policy

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The revocation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, have taken possession of the goods. To exercise the right to cancel, you must inform us (Dirk Eichler, Neviandtstr. 38, 42117 Wuppertal, Deutschland, Phone +49 202 890 162 00, E-Mail info@cam-b.de) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You can use the attached sample withdrawal form, but this is not mandatory. To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment. We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier. You must return or hand over the goods to us immediately and in any case within fourteen days at the latest from the day on which you inform us of the revocation of this contract. The deadline is met if you send the goods before the period of fourteen days has expired. You shall 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 for checking their condition, properties and functionality.

(3) Sample withdrawal form

(If you wish to cancel the contract, please complete this form and return it to us).

To:
cam/b Dirk Eichler
Neviandtstr. 38
42117 Wuppertal
Germany

E-mail: info@cam-b.de

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 for notification on paper)

Date(s)

(*) Delete as appropriate.

(4) Non-existence of the right of withdrawal

Unless the parties have agreed otherwise in individual cases, the right of withdrawal does not apply to the following contracts:

Contracts for the supply of goods which are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer.

Warranty terms and scope Voluntary right of return

You have the right to return items purchased from us within 30 days (voluntary right of return). You will be refunded the purchase amount immediately after receipt of the returned goods and subsequent inspection by us. We will use the same method of payment as for the purchase. For example, if you paid via PayPal, you will also receive the amount back via PayPal.

Guarantor

The guarantor is Dirk Eichler, Neviandtstr. 38, 42117 Wuppertal, Germany.

Making a claim under the guarantee

You can notify the guarantor of the return request before the end of the 30-day return period. The return period begins from the day on which you or a third party named by you, who is not the carrier, took possession of the goods. The request to return the goods can be sent by e-mail to info@cam-b.de or in writing to the above business address.

You must return the goods to be exchanged to the guarantor or send them back at your expense within 14 days of asserting the return request. In the case of a return shipment, the timely dispatch of the goods is decisive for the deadline. The cost of returning the goods within Germany is approx. 7.50 EUR.

Statutory warranty rights

We would like to point out that you are entitled to statutory rights in the event of defects, which are not restricted by this guarantee. The use of these rights is free of charge.