

Appendix 2 - Guidance on the exercise of the right of withdrawal of the Customer

1. Right of withdrawal

You have the right to withdraw from the distance contract closed via order through the Ardaco Store without giving any reason within 14 days, if the payment of this order was not processed or license / service was not supplied / provided.

If the Provider and the Customer agree otherwise, the Customer is not allowed to withdraw from the contract, which is subject to:

- the provision of services if performance has begun with the express consent of the Customer and the Customer said that he was properly instructed that the expression of this consent loses his right of withdrawal
- the Provision of services, if there was full disclosure of service
- sale of goods, which considering its features cannot be returned (license)

The customer acknowledges that due to the nature and characteristics of goods - licenses and services provided by Ardaco, those are subject of the order, they cannot be returned. Customer acknowledges and agrees that the moment of License delivery, respectively delivery of e-mail "Order processing" loses his right of withdrawal. This does not affect the right of the customer to complain.

The withdrawal period shall expire after 14 days from the date of conclusion of the contract.

To exercise the right of withdrawal, the Customer informs the Provider of its decision to withdraw from this contract with a written statement at address Ardaco, a.s., Polianky 5, 841 01 Bratislava, e-mail: store@ardaco.com. For this purpose, you can use the template withdrawal form, we send you in the Annex hereof. The form is also available to download on that page Ardaco Store, where Terms and Conditions are published.

The request must contain the following information: Name, eventually specification of the subject of the contract, order number, date ordered, the name and surname of the Customer, the Customer's address, signature of the Customer, Customer's account number to refund payments received and the date of application.

The period of withdrawal is maintained when you send the notice of exercise of the right of withdrawal before the expiry of the period of withdrawal.

Provisions on the right of withdrawal are found in Article 7 of Terms and conditions.

2. Consequences of withdrawal

After the contract termination we will refund any payments that you made in connection with the conclusion of the contract.

Given the fact that our licenses are available in electronic form, buying them does not create other additional costs associated with transportation.

Payments will be returned without unnecessary delay, within 14 days of receipt of your notice of withdrawal. The payment will be made in the same way that you used, if you have expressly agreed otherwise and without billing for any other additional charges.