

Withdrawal Policy

(1) Consumers (pursuant to § 13 German Civil Code (BGB)) generally have a statutory right of withdrawal when concluding a distance buying transaction, which is explained below. Exceptions to the right of withdrawal are stipulated in para 2. A prepared withdrawal form is available for download as a separate pdf document.

Withdrawal Policy

Right of withdrawal

Buyers are entitled to withdraw from a distance selling contract within fourteen days and without giving any reason.

The fourteen days withdrawal period commences on the day the respective customer or a third party named by the customer and who is not a carrier, has taken possession of the goods.

In order to exercise the right of withdrawal, customers must contact us (Bullerjan GmbH, Neuwarmbüchener Straße 2, 30916 Isernhagen, Germany, Telephone: +49 (0) 5136 - 97 75-0, Telefax: +49 (0) 5136 - 97 75-10, E-Mail: info@bullerjan.com) and transmit a clear statement (e.g. by letter sent by post, by fax or e-mail) about the decision to withdraw from the respective contract. For this purpose, customers may use the attached sample withdrawal form, which however is not mandatory.

In order to comply with the withdrawal period, it is sufficient that the notice stating that the right of withdrawal is exercised, has been dispatched before the expiry of the withdrawal period.

Consequences of the withdrawal

Upon a valid withdrawal from an agreement with us, we shall be obliged to immediately refund the respective customer with all payments we have received in the matter, including delivery charges (except for any additional costs arising from the fact that such customer has selected a delivery method other than the most favourable standard delivery offered by us) no later than fourteen days from the date on which we received the respective withdrawal notification. Unless otherwise agreed, we shall use the same method and means of payment for the refund that the withdrawing customer has used in the underlying original transaction; in no case shall the withdrawing customer be charged or burdened with fees for such refund.

Withdrawal policy for online customers – Page 2

The withdrawing customer must immediately return the respective goods to us, but, in any event, not later than fourteen days from the date on which we received the respective withdrawal notification for the underlying contract. This deadline is assumed to be complied with, if the withdrawing customer has dispatched the goods before the expiry of the fourteen day period.

The withdrawing customer shall only be obliged to pay for a possible loss in the value of the goods, if such loss of value is due to a handling, which was not necessary for the examination of the nature, characteristics and functionality of the goods.

(2) The right of withdrawal shall not apply to contracts for the delivery of goods that are not prefabricated and for the manufacture of goods for which an individual selection or determination by the withdrawing customer is decisive or which are clearly individually tailored to the personal requirements of the withdrawing customer.

Bullerjan GmbH

Status as of: 02/2019

Bullerjan GmbH
Neuwarmbüchener Straße 2
30916 Isernhagen-Kirchhorst, Germany
Telephone: +49 (0)5136/9775-0
Telefax: +49 (0)5136/9775-10
E-Mail: info@bullerjan.com
Internet: <http://www.bullerjan.com>

Hanover District Court, HRB 209054
Managing Director:
Julius Ratjen
Kevin Senff

Hannoversche Volksbank eG
Account: 661434500 • Sort Code: 251
90001
IBAN: 9425 19000 106614 34500
BIC: VOHADE 2 H XXX
VAT-ID: DE 815 394 489