Withdrawal Policy

This English version is provided for your convenience. In the event of any discrepancy between the English and the German version, the German version shall prevail.

Right of withdrawal

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

The withdrawal period will expire after fourteen days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us

STIL-FIT International GmbH
Friedenstraße 18a
81671 Munich
Germany

Phone: +49 (0)89 13936040
Email: info@stil-fit.com

of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or an email).

You may use the attached model withdrawal form, but it is not obligatory.

Electronic withdrawal function

You can also exercise your right of withdrawal via the electronic withdrawal function on our website at https://stil-fit.com/en/withdrawal/.

If you use this online function, we will send you an acknowledgement of receipt on a durable medium (e.g. by email) without undue delay, stating the content of your declaration of withdrawal as well as the date and time of its receipt.

Use of the electronic withdrawal function is voluntary. You may still declare your withdrawal in any other legally permissible way.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects 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 fourteen days from the day on which we are informed about your decision to withdraw from this contract.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

Return of the goods

Goods that cannot be sent by parcel

Larger fitness equipment that, due to its nature, cannot be returned by normal post will be collected by a freight forwarder commissioned by us.

After receipt of your withdrawal, we will arrange the collection. The freight forwarder will agree a collection date with you.

We will bear the cost of collection.

Goods that can be sent by parcel

You shall send back or hand over goods that can be sent by parcel to us without undue delay and in any event not later than fourteen days from the day on which you communicate your withdrawal from this contract to us.

The deadline is met if you send back the goods before the period of fourteen days has expired.

We will provide you with a free return label on request.

We will bear the cost of returning the goods.

For goods whose return we do not handle ourselves by collection, we may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

Loss of value

You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Exclusion of the right of withdrawal for certain custom-made products

Unless the parties have agreed otherwise, there is no right of withdrawal pursuant to Section 312g (2) No. 1 of the German Civil Code (BGB) for contracts for the supply of goods that are not prefabricated and for whose manufacture an individual selection or specification by the consumer is decisive, or which are clearly tailored to the consumer's personal needs.

This may apply in particular to fitness equipment manufactured individually according to customer specifications, for example functional trainers with specially made dimensions, individually made casings or special customer-specific constructions, provided that the statutory requirements are met.

The selection of a regularly offered standard version, colour or material variant does not automatically lead to the exclusion of the statutory right of withdrawal.

For custom-made products for which there is no statutory right of withdrawal, we will expressly inform you of this before the contract is concluded.

The statutory rights in the event of defective goods remain unaffected.

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To:

STIL-FIT International GmbH
Friedenstraße 18a
81671 Munich
Germany

Email: info@stil-fit.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*):

_____

Ordered on (*)/received on (*):

_____

Name of consumer(s):

_____

Address of consumer(s):

_____

Signature of consumer(s) (only if this form is notified on paper):

_____

Date:

_____

(*) Delete as appropriate.