

Withdrawal form

If you wish to withdraw from the contract, please complete this form and return it to:

Dr. Rath Health Programs B.V.
Email: info@rath-programs.com

Postal address:
Dimass Group B.V.
Grote Ohéweg 3
6081 PT Haelen
The Netherlands

I/we (*) hereby withdraw from my/our (*) contract of sale of the following goods:

.....
.....
.....
.....

Ordered on: Received on:

Name:

Address:
.....

Date: Signature:

(*) Delete as applicable



Standard terms and conditions of business

(The following standard terms and conditions of business also contain statutory information about your rights according to the law regulating distance selling contracts)

1. Scope of application and supplier

- (1) These terms and conditions apply to all contracts, the one consumer or entrepreneur by means of the printed order form (letter, fax, electronic transmission) or by telephone with us,
Dr. Rath Health Programs B.V.,
Postbus 657, NL – 6400 AR Heerlen
Commercial register no.: 06086003
Telefon: 0031 - 457 - 111 112
Telefax: 0031 - 457 - 111 119
E-Mail: info@rath-programs.com
- (2) A consumer is any natural person who enters into a legal transaction for purposes that cannot be attributed predominantly to their commercial or freelance professional activities. We do not accept any contradictory or differing terms and conditions of the customer, unless we have expressly consented to their application.

2. Delivery, availability and retention of title

- (1) The delivery of the goods shall take place within 5 working days of receipt of the order or – where payment in advance is agreed – after receipt of payment. If applicable, we make reference to any possible different delivery date on the relevant item page.
- (2) If a product is not in stock and cannot be delivered within an appropriate period we will inform you immediately. This does not affect your statutory rights.
- (3) We are entitled to make partial deliveries provided that it is reasonable for you to accept this.
- (4) We deliver either by parcel service, post or shipping company.
- (5) We retain ownership to the delivered goods until all amounts payable to us by you - now or in the future - have been paid.

3. Method of payment, prices and delivery costs

- (1) Please refer to the following table for the payment methods available in respect of the relevant delivery area and method of ordering. For orders made through the on-line shop we reserve the right not to offer certain methods of payment in individual cases. If the method of payment chosen by you is not available in the individual circumstances, this will be indicated during the order process, prior to the contract being made.

Printed order form (Letter, fax, telephone, electronic transmission)						
	American Express	VISA	Master Card	COD	Prepayment	Direct debit
EUROPE	X	X	X			

- (2) All prices specified by us are inclusive of the statutory value added tax applicable at the relevant time and all other price components, except the delivery costs or cash on delivery fees expressly specified.
- (3) In addition to the specified prices, we also charge the delivery costs expressly shown in the course of the order process or on the printed order form.
- (4) When paying by cash on delivery, an additional fee becomes due for payment. The amount of the fee varies depending on the country being shipped to. The fee will be calculated and expressly specified in the course of the order process after selecting payment on delivery. The payment of the total sum (purchase price, delivery fee and cash on delivery fee) should be made directly to the deliverer.
- (5) When selecting prepayment as the payment method (this is not possible in the online shop), we inform you of our bank details in the order confirmation and deliver the goods after payment is received.
- (6) When placing an order through the catalogue/order form, a subscription order is possible. A processing fee of 6.90 EUR (including the relevant applicable value added tax and all other price components) is levied for each amendment to a subscription order

4. Right of withdrawal

If you are a consumer, you have a right to withdraw your order in accordance with the statutory provisions. A sample withdrawal form can be found at: <https://shop.dr-rath.com/en-us/downloads>. You may also exercise your right of withdrawal by using the withdrawal function provided on our website. The withdrawal function can be accessed via the footer of our website under "withdraw from contract here".

Withdrawal policy

You have the right to withdraw this contract within 14 days without stating any reasons. The deadline for withdrawal is 14 days from the day on which you or a third party named by you (who is not the carrier) obtain possession of the goods.

In order to exercise your right of withdrawal you must inform us,

Dr. Rath Health Programs B.V.
Tesla 2-5, 6422 RG Heerlen, The Netherlands
Telefon: 0031 - 457 - 111 112 · Telefax: 0031 - 457 - 111 119
E-Mail: info@rath-programs.com

of your decision to withdraw the contract by an unambiguous declaration, (e.g. a letter sent by post, fax or email). For this purpose, you can use the sample withdrawal form enclosed with your order, though this is not mandatory. This form can also be found here: <https://shop.dr-rath.com/en-us/downloads>.

To comply with the deadline for withdrawal, it is sufficient that you send off the notice exercising your right of withdrawal prior to the expiry of the withdrawal deadline.

Consequences of withdrawal

If you withdraw this contract, we must pay back all payments that we have received from you, including delivery costs (excluding the additional costs resulting from you choosing a type of delivery other than the standard delivery offered by us) without delay and – at the latest - within 14 days of receipt of the notice of withdrawal by us. Unless expressly agreed otherwise with you, we will use the same method of payment for return payments as the method used by you for the original transaction; in no circumstances will you be charged a fee for the return of the payment. We can refuse to return the payment until we have received the goods back from you or until you can demonstrate that you have returned the goods, whichever is earlier.

You must send or hand the goods back to us without delay and in any event within 14 days at the latest after informing us of the withdrawal of this contract. The deadline is complied with if you send the goods back to us before the deadline has expired. We will bear the cost of returning the goods. You must only pay for any loss in the value of the goods if this loss in value is due to you handling the goods other than is necessary to inspect the quality, characteristics or functioning of the goods.

End of withdrawal policy.

5. Data protection

- (1) All personal data provided by you, such as your title, name, address, date of birth, email address, telephone number, fax number, bank details, credit card number, etc. will be collected, processed and used by us in accordance with the data protection law provisions applicable from time to time.
- (2) We collect, process and use your personal data to fulfill and process the order – i.e. in most cases to deliver the products ordered to the address stated in the order. Any further processing and use of your personal data requires your express consent, unless statutory powers to process and use the data exist. In particular, your personal details are neither sold nor hired to third parties.
- (3) Further information about the collection, processing and use of data, about your general data protection rights to information about, correction, blocking and erasure of data and other data protection information can be found in the data protection policy that we are pleased to make available on our website (<http://www.dr-rath.com>).

6. Guarantee

If a product supplied by us is defective, you are entitled to your statutory rights of guarantee.

7. Applicable law

These standard terms and conditions of business and our entire business relationship are subject to the law of the Netherlands. In relation to consumers, this choice of law only applies to the extent that the consumer is not denied the protection of the mandatory laws of the state in which the consumer is habitually resident.

8. Concluding provisions

- (1) Amendments or supplements to these standard terms and conditions of business and the contracts that they form part of must be made in writing. This also applies to the removal of this requirement for the written form.
- (2) If individual provisions of these standard terms and conditions of business or the contracts they form part of should be or become invalid in law, this shall not affect the validity of the remaining provisions of these standard terms and conditions of business. The legally invalid provision shall be replaced by such legally valid provision that comes closest to achieving the commercial purpose of the invalid provision. This provision shall apply, by way of analogy, to any gaps in the provisions.