

# **[ONLY APPLICABLE TO CONSUMERS IN THE EUROPEAN UNION]**

## **Information concerning the exercise of the right of withdrawal**

This Information concerning the exercise of the right of withdrawal forms an integral part to Propellerhead's Terms of Service.

### **1. Right of withdrawal**

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from:

- 1) the day of the conclusion of the contract in case of a purchase of a service; or
- 2) the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods in case of a purchase of goods.

To exercise the right of withdrawal, you must inform us (Propellerhead Software AB (556546-2206), Hornsbruksgatan 23, SE-117 34 Stockholm, Sweden, Telephone: +46 8 556 08 400, E-mail [sales@propellerheads.se](mailto:sales@propellerheads.se) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

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.

### **2. Exceptions from the right of withdrawal**

Unless expressly otherwise stated by Propellerhead at its sole discretion, the right to withdrawal does not apply to the sale and supply of:

- 1) sealed audio or sealed video recordings or sealed computer software which were unsealed after delivery; and
- 2) digital content which is not supplied on a tangible medium, i.e. digital content supplied by Propellerhead via download only. Your acceptance of the Terms of Service serves as your prior express consent and your acknowledgment that you lose your right of withdrawal of the digital content.

### **3. 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 14 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. 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.

You shall send back the goods or hand them over to us, without undue delay and in any event not later than 14 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 14 days has expired. You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

# Propellerhead standard withdrawal form

**To:**

Propellerhead Software AB
Hornsbruksgatan 23, SE-117 34 Stockholm, Sweden
E-mail: sales@propellerheads.se

**Consumer information**

Name	
Name 2 (If more than one person made the purchase)	
Address	
Telephone # (*)	E-mail (*)

**Order information**

Order #: (*)	
I/We hereby give notice that I/We withdraw from my/our contract of sale of the following goods (*insert goods/product*)/for the provision of the following service (*insert service*).	
Ordered on (*date*)	received on (*date*)

Place	Date
Signature of consumer (only if this form is notified on paper)	Signature 2 (If more than one person made the purchase)