

WITHDRAWAL FORM

ALTERNATIVE TEMPLATE TO THE ONLINE FORM
RIGHT TO RETURN WITHOUT GIVING A REASON WITHIN 14 DAYS FROM DELIVERY

We recommend submitting the statement via the online form: www.rockworld-carpshop.com. The "Withdraw from the contract here" button can be found in the top navigation of the store and in the order history after logging in. You may print the paper form and send it to the warehouse address or submit it personally in the physical store.

Recipient: ROCKWORLD Sklep Dla Karpiarzy - zwroty, ul. Mikołaja 9a, 47-400 Racibórz,
tel. 883 474 729, e-mail: returns@rockworld-carpshop.com

A. CONSUMER DETAILS:

First name and surname of the ordering person (consumer):
.....

E-mail address:
.....

Phone number:
.....

B. ORDER DETAILS:

Order number:
.....

Order date:
.....

Date of receiving the goods:
.....

Invoice / receipt number (if applicable):
.....

C. PRODUCTS INCLUDED IN THE ORDER:

Indicate which products the return applies to. You may withdraw from the whole order or part of it:

I withdraw from the entire order (all products)

I withdraw partially - list of products covered by withdrawal below:

NO.	PRODUCT NAME	CATALOG CODE	QTY	PRICE

Total value of returned products:



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NIP: PL 7481388948

D. PREFERRED METHOD OF REFUND:

Please select the preferred refund method:

- The same payment method as used for the purchase (default)
- Refund as store credit / overpayment to my customer account
- Bank transfer to a bank account - account number:

Bank account number (complete if you choose bank transfer):

.....

First name and surname / Name of account holder:

.....

E. DECLARATION AND SIGNATURE:

I, the undersigned, hereby inform you of my withdrawal from the sales contract for the products listed in section C. I declare that the goods have not been used in a way other than necessary to establish their nature, characteristics and functioning.

Place, date and time of submitting the statement:

.....

Legible signature of the consumer:

.....

INFORMATION ON THE RIGHT OF WITHDRAWAL

1. Deadline and conditions

You have the right to withdraw from a distance contract within 14 days without giving any reason. The period starts from the day on which you, or a third party indicated by you other than the carrier, take possession of the goods. In the case of an order covering several items delivered separately - from taking possession of the last item. If you have not been informed about the right of withdrawal, the period is 12 months from the original expiry date of the 14-day period.

2. How to submit the statement - preferred method

The fastest and easiest way to withdraw from the contract is through the digital online form available directly on the Rockworld website. Click the

"Withdraw from the contract here" button visible in the top navigation of the store or in the order in your customer profile. Complete the form, indicate the product or products (partial withdrawal is possible) and click "Confirm withdrawal from the contract" - the statement is submitted at the moment of confirmation. You will immediately receive a confirmation by e-mail with the date and time of submitting the statement. You may also submit the statement in writing to: ROCKWORLD Sklep Dla Karparzy - returns, ul. Mikołaja 9A, 47-400 Racibórz, or by e-mail to: returns@rockworld-carpshop.com.

3. Costs of returning the goods

The direct costs of returning the goods are borne by the consumer. The goods should be returned to the warehouse address immediately, no later than 14 days from the day on which you submitted your withdrawal statement. Sending the goods back before the deadline is sufficient to meet the deadline.

4. Effects of withdrawal - refund

We will refund all payments received from you, including the cost of delivery of the goods to you (except for additional costs resulting from your choice of a delivery method other than the cheapest standard delivery method offered by us), immediately and in any case no later than 14 days from the day of submitting the statement. We may withhold the refund until we receive the goods or proof of their return, whichever occurs first. We will make the refund using the same payment method, unless you have expressly indicated another method in section D.

5. Exceptions - when the right of withdrawal does not apply

The right of withdrawal does not apply to: items made to the consumer's specifications or clearly personalised; items that deteriorate quickly or have a short shelf life; items supplied in sealed packaging which cannot be returned after opening for hygiene or health protection reasons - if the packaging was opened after delivery; audio or visual recordings and computer software supplied in sealed packaging - if the packaging was opened after delivery; digital content not supplied on a tangible medium, if performance began with the consumer's express consent; groundbaits, boilies, dips and other food products - the right of withdrawal applies only if the packaging is intact and the product has not been used.

Document prepared in accordance with the Consumer Rights Act of 30 May 2014 and the requirements of Directive (EU) 2023/2673 of the European Parliament and of the Council of 22 November 2023.