

## Information for consumers

Consumers have a fourteen-day cancellation right.

A consumer is any natural person who concludes a legal transaction for purposes which can be predominantly attributed neither to his/her commercial nor independent professional activities.

## Cancellation notice

### Cancellation right

You have the right to cancel this contract within fourteen days without giving reasons. The notice period for cancellation amounts to fourteen days from the date:

- when you or a third party specified by you, who is not the carrier, took possession of the goods, if you ordered one or multiple products as part of a single order and the product/products are delivered as a unit;
- when you or a third party specified by you who is not the carrier took possession of the last product, if you ordered multiple products as part of a single order and the products are delivered separately;
- when you or a third party specified by you who is not the carrier took possession of the last partial shipment or item, if you ordered a product which is delivered as several partial shipments or items.

If several of the above alternatives apply, the time limit for cancellation shall begin to run when you or a third party specified by you, who is not the carrier, took possession of the last product or the last partial shipment/item.

In order to exercise your cancellation right you must notify us by way of a clear declaration (e.g. a letter sent by post, fax or e-mail) of your decision to cancel this contract. You can use the attached standard cancellation form for that purpose, though it is not required. To meet the time limit for cancellation it is sufficient to send the notification of the exercise of the cancellation right before the end of the time limit for cancellation.

The cancellation notification should be sent to:

TRADIUM GmbH  
Gerauer Straße 18  
60528 Frankfurt am Main  
Tel.: +49 (0)69 5050 250 0  
Fax: +49 (0)69 5050 250 130  
E-mail: [info@tradium.com](mailto:info@tradium.com)

## **The consequences of cancellation**

If you cancel this contract we will have to return to you all payments that we have received from you, including any delivery costs (with the exception of the additional costs resulting from your choice of a type of delivery other than the low-cost standard delivery offered by us) immediately and not later than within fourteen days from the date when we received the notification of your cancellation of this contract. For that repayment we will use the same payment method that you used for the original transaction, unless explicitly agreed otherwise with you. On no account will you be charged any fees for that repayment.

The repayment can be refused until we have received the returned goods or until you have provided proof that you have sent the goods back, whichever occurs earlier.

In the event that this contract is cancelled, you must send or hand over the goods back to us immediately, and in any event not later than within fourteen days from the date when you notified us of the cancellation of this contract. The time limit will be deemed to have been complied with if you dispatch the goods before the end of the fourteen-day time limit.

You shall bear the direct costs of the return shipment of goods which can be transported as a package. You shall also bear the direct costs of the return shipment of goods which cannot be transported as a package. The costs are estimated at a maximum of around EUR 50.

You shall only be liable for any loss of value of the goods if it is attributable to handling thereof which is not necessary in order to examine their quality/characteristics, properties or functioning.

## **End of the cancellation notice**

Exclusion of and/or early expiry of the cancellation right:

The customer's cancellation right is excluded in accordance with §312g, para. 2 no. 8 of the current version of the German Civil Code [*Bürgerliches Gesetzbuch*] if the raw materials purchased by the customer are (i) precious metals (e.g. gold or silver) and/or (ii) other goods which are subject to the fluctuations of the financial market.