

Clarification about the right of withdrawal according to § 11 FAGG



Right of withdrawal

As a consumer within the meaning of the Consumer Protection Act, you have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period begins on the day the contract is concluded.

In order to exercise your right of withdrawal, you must inform us, DSV Road GmbH, Am Europlatz 5, 1120 Vienna, Tel.: +43 676 832284444, E-Mail: [mailto: smarterstorageaustria@dsv.com](mailto:smarterstorageaustria@dsv.com) by means of a clear declaration (e.g. by Phone or email) of your decision to withdraw from this contract.

You can use the sample withdrawal form on this page for this purpose, but this is not mandatory. If you make use of one of these options, we will send you a confirmation of receipt of your withdrawal (e.g. by email).

In order to meet the withdrawal deadline, it is sufficient for you to send the notification that you are exercising your right of withdrawal before the withdrawal period has expired.

Consequences of resignation

If you withdraw from this contract, we have to repay all payments that we have received from you, including the transport costs, immediately and at the latest within fourteen days from the date on which we received notification of your withdrawal from this contract.

For this repayment, we will use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment.

However, you have expressly requested that the services should begin during the withdrawal period. As a result, you have to pay us a reasonable amount that corresponds to the proportion of the services (including storage, transport) already provided up to the point in time at which you inform us of the exercise of the right of withdrawal with regard to this contract compared to the total scope of those provided in the contract Services.

Smarter Storage
DSV Road GmbH
Am Europlatz 5
1120 Wien

Telefon +43 676 832284444

smarterstorageaustria@dsv.com
www.smarterstorage.at