

Instruction pursuant to Sec 4 Para 1 No 8 Act on Distance Contracts and Off-Premises Contracts (Fern- und Auswärtsgeschäftegesetz FAGG)

Right of withdrawal

If the client is a consumer within the meaning of the Austrian Consumer Protection Act, the client has the right to withdraw from the service agreement or the purchase agreement with Numisart within fourteen days without stating reasons.

In the case of a purchase agreement, the following withdrawal period applies:

The withdrawal period is fourteen days from the day on which the client or a third party named by the client who is not the carrier takes possession of the goods.

If the purchase agreement is concluded for several goods which the client has ordered as part of a single order and which are delivered separately, the withdrawal period begins on the day on which the client or a third party named by the client who is not the carrier has taken possession of the last goods.

In the case of a service agreement (such as a commission agreement) the following withdrawal period applies:

The withdrawal period is fourteen days from the day of the conclusion of the agreement.

In order to exercise the right of withdrawal, the client must inform Numisart of their decision to withdraw from the agreement by means of a clear declaration (e.g. letter sent by mail or e-mail). For this purpose, Numisart provides the following contact details:

Numisart GmbH
Rodlergasse 5/14, 1190 Vienna, Austria
Phone: +43 660 966 8865
E-mail: info@numisart.at

The client may use the attached model withdrawal form for this purpose, which is, however, not mandatory. The model withdrawal form is also included in Appendix I.B of the Act on Distance Contracts and Off-Premises Contracts (Fern- und Auswärtsgeschäftegesetz FAGG) and can be downloaded at:

<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20008847>

In order to comply with the withdrawal period, it is sufficient for the client to send the notification of their exercise of the withdrawal right before the expiry of the withdrawal period.

Consequences of withdrawal

If the client withdraws from the agreement, Numisart will repay to the client all monies received from the client, including delivery costs (with the exception of the additional costs of the client's chosen delivery other than the cheapest standard delivery offered by Numisart), without undue delay and at the latest within fourteen days from the day on which Numisart has received the notification of the withdrawal from the agreement. Numisart will use the same means of payment for reimbursement that the client used for the original transaction, unless expressly agreed otherwise with the client. No fees will be charged for reimbursement.

In the case of a purchase agreement, the following will also apply:

Numisart is entitled to refuse reimbursement until Numisart has received the goods back or until the client has provided proof that they have returned the goods, whichever is the earlier.

The client will return or hand over the goods to Numisart GmbH, Rodlergasse 5/14, 1190 Vienna, Austria, without undue delay and in any case no later than within fourteen days from the day on which the client has informed Numisart of the withdrawal from the agreement. The deadline is met if the client sends the goods before the expiry of the period of fourteen days. The client will bear the costs of returning the goods. Usually, these costs do not exceed €50.00.

In the case of a service agreement (such as a commission agreement) the following also applies:

If the client has requested that the services commence during the withdrawal period, the client will pay Numisart an adequate amount corresponding to the proportion of the services already provided up to the time the client notifies Numisart of the exercise of the right of withdrawal in respect of this agreement compared to the total scope of the services provided for in the agreement.

Model cancellation form

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

Numisart GmbH
Rodlergasse 5/14, 1190 Vienna, Austria
Phone: +43 660 966 8865
E-mail: info@numisart.at

I/we (*) hereby withdraw from the Agreement concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*):

These goods/services were ordered on (*)/received on (*)

Name of client(s)

Address of client(s)

Signature of client(s) (only in the case of notification on paper)

Date