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### Right of revocation instruction

Under §13 of the Federal German Civil Code, consumers have the legal right to revoke orders.

### Right of revocation

The customer can revoke the order in writing (e.g. letter, fax, e-mail), without giving reasons, within two weeks or, if the goods have been received before expiry of this period, by returning them. The period begins from the time of receipt of this instruction in writing but not before receipt of the goods and also not before fulfilment of the supplier's obligations regarding information according to § 312c Para.2 (German Civil Code) together with § 1, Paras.1, 2 and 4 (German Civil Code InfoV) as well as his obligations according to § 312e, Para.1, Sentence 1 (German Civil Code) in connection with § 3 (German Civil Code InfoV). The revocation period shall be deemed to have been observed if the goods are returned or notice of revocation is sent within this period. The revocation is to be sent to:

Hokema – Musik Spiel Zeug  
- Peter Hokema -  
Hünzingen Kolonie 45  
29664 Walsrode  
Fax: +49 (0) 5161 94 54 85  
E-mail: [info@hokema.de](mailto:info@hokema.de)

### Consequences of revocation

In the case of a valid revocation, each party shall return any benefits already received and the customer shall pay any other charges (e.g. interest). Should the customer not be able to return the benefits in full or only partially or in damaged condition, he is to compensate the supplier for this loss or damage. This does not apply to an impairment of the goods resulting exclusively from the type of inspection which would

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be possible in a retail store. The customer is not liable for impairment caused by normal use of the goods. Items despatched by parcel post are returned at our risk. The customer is to bear the cost of returning the goods when these goods correspond to the goods ordered and when their price does not exceed €40.00. The customer is also liable to bear the cost of returning orders above the value of €40.00

if, at the time of revocation, payment has been made neither in full nor as a contractually agreed instalment. In other cases, the return postage is free of charge for the customer. Goods which cannot be returned by parcel post will be collected from the customer. The obligation to effect refunds of payments made is to be met within 30 days. This period begins with the sending of notice of revocation or return of the goods for the customer, and with the receipt of the aforesaid for the supplier.

#### Exclusion from Right of revocation

The Right of revocation applies to media and software supplied only if returned in the original sealed packaging or with an undamaged seal. Also excluded are goods supplied on the basis of distance selling contracts which are produced or altered to customer specifications, which are clearly designed for personal requirements or which due to their nature are not suitable for return.

#### End of Right of revocation instruction