

CONSUMER INFORMATION

Right of withdrawal and model withdrawal form

This English version is provided for your information. For contracts concluded in German, the German version (Widerrufsbelehrung) applies.

Who this information applies to

The following instructions on withdrawal apply to consumers within the meaning of Section 13 of the German Civil Code (BGB), i.e. natural persons who enter into a contract for purposes that are predominantly outside their trade, business or independent profession.

They concern contracts for services that we negotiate and conclude with you exclusively by means of distance communication such as telephone, email or WhatsApp (distance contracts), including where you first contacted us via the enquiry form on our website, as well as contracts concluded outside our business premises – for example for close protection, escort protection, security consulting or courses and training. They do not apply to contracts you conclude for your business or your independent profession.

Instructions on withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (Derlo Consulting & Protection, owner Marc Derlich, Klettenweg 3, 50226 Frechen, Germany, telephone: +49 179 3932834, email: info@derlo-cp.de) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

End of instructions on withdrawal

Note on the early expiry of the right of withdrawal

For a contract for services for which you pay a price, your right of withdrawal expires, even while the withdrawal period is still running, as soon as we have fully performed the service. This only applies if, before performance began, you

1. expressly agreed that we may begin performance before the withdrawal period expires,
2. in the case of a contract concluded outside our business premises, transmitted this consent on a durable medium, for example by email or on paper, and
3. confirmed that you are aware that your right of withdrawal expires once we have fully performed the contract.

If, at your express request, we have begun performing the service before the end of the withdrawal period and you withdraw while your right of withdrawal still exists, the paragraph “If you requested to begin the performance of services ...” of the instructions on withdrawal applies.

Legal basis: Section 356(5) no. 2 and Section 357a(2) of the German Civil Code (BGB). The instructions on withdrawal and the model withdrawal form follow the official EU model (Directive 2011/83/EU, Annex I A and B, as amended by Directive (EU) 2019/2161).

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

- To Derlo Consulting & Protection, owner Marc Derlich, Klettenweg 3, 50226 Frechen, Germany, email: info@derlo-cp.de:
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),

- Ordered on (*)/received on (*),

- Name of consumer(s),

- Address of consumer(s),

- Signature of consumer(s) (only if this form is notified on paper),

- Date

(*) Delete as appropriate.