



## Cancellation policy

You have the right to cancel this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the date of conclusion of the contract. In order to exercise your right of withdrawal, you must inform us (ELECTRIS par Hoffmann Frères Energie et Bois s.à r.l., 25, rue Grande-Duchesse Charlotte, L-7520 Mersch, telephone 8002 - 8032, fax 32 00 72 - 35 and e-mail [info@electris.lu](mailto:info@electris.lu)) of your decision to withdraw from this contract by means of a clear declaration (e.g. a letter sent by post, fax or e-mail). You may use the enclosed model withdrawal form for this purpose, which is, however, not mandatory. In order to comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

## Consequences of cancellation

If you withdraw from this contract, we must refund all payments we have received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days of the day 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 expressly agreed otherwise with you. In no case will you be charged any fees because of this repayment. If you have requested that the services or delivery of electricity/gas should commence during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided by the time you notify us of the exercise of the right of withdrawal in respect of this contract compared to the total scope of the services provided for in the contract.

## Sample cancellation form

(If you wish to cancel the contract, please complete and return this form).

- For the attention of Electris par Hoffmann Frères Energie et Bois s.à r.l.,

25, rue G.-D. Charlotte L-7520 Mersch, Fax +352 - 32 00 72 - 35:

- I/we (\*) herewith declare that I/we (\*) cancel the contract for the purchase of the following goods (\*)/provision of the following service (\*):

- Ordered on (\*)/received on (\*) \_\_\_\_\_

- Name of consumer(s) \_\_\_\_\_

- Address of consumer(s) \_\_\_\_\_

- Signature of the consumer(s)

(only if this form is delivered in paper form).

- Date \_\_\_\_\_