

Right of Withdrawal (with Model Form) (EN)

Version 2026-04-01

1. Right of Withdrawal

The consumer has the right to withdraw from a distance purchase contract (concluded via the e-shop) **without giving any reason within 14 days** of receiving the goods.

The 14-day period begins:

- for a single item order: on the day the consumer or a designated third party (other than the carrier) takes delivery;
- for orders of multiple goods or goods delivered in separate consignments: on the day the last item or consignment is received.

2. How to Exercise the Right of Withdrawal

The consumer may notify withdrawal by any unambiguous statement (letter, e-mail), or use the model form in Section 4 of this document.

Send the withdrawal notice to:

- **E-mail:** office@titaniumcarcare.eu
- **Postal address:** HOOKAH GARAGE s.r.o., Dobrovského 874/29, 702 00 Ostrava, Czech Republic

It is sufficient to send the withdrawal notice before the deadline expires.

3. Consequences of Withdrawal

Return of Goods

After sending the withdrawal notice, the consumer must return or hand over the goods to the seller **without undue delay, within 14 days** of sending the notice, to: HOOKAH GARAGE s.r.o., Dobrovského 874/29, 702 00 Ostrava, Czech Republic.

The consumer bears the cost of returning the goods unless the seller states otherwise in the e-shop.

Refund

The seller will refund **all payments received** (including standard delivery costs) within **14 days** of receiving the withdrawal notice.

The seller is entitled to withhold the refund until the consumer returns the goods or provides proof of dispatch.

