

## INSTRUCTIONS OF CANCELLATION & WITHDRAWAL FORM

### Right to cancel

You have the right to cancel this contract within 30 days without giving any reason.

The cancellation period will expire after thirty (30) days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. When the 30-day period expires on a Saturday, Sunday or a bank holiday or day off, then it will fall on the following business day. In the case of an order of several products delivered separately or in the case of an order for a product consisting of lots or multiple parts whose delivery is spread over a defined period, the period runs from the date of receipt of the last good or lot of the last piece.

To exercise the right to cancel, you must inform us (SA RAYNAUD, administrative department, 14 Ancienne Route d'Aixe – CS11122 – 82052 LIMOGES Cedex France) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail at the following address: [contact@raynaud.fr](mailto:contact@raynaud.fr)). You may use the attached model cancellation form, but it is not obligatory.

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

### Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you choose a type of delivery other than the least expensive type of standard delivery offered by us) without undue delay and not later than fourteen (14) days after the day on which we are informed about your decision to cancel this contract. We will make the 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 the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

We will bear the cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods

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**WITHDRAWAL FORM MODEL**

*(If you would like to withdraw from your contract with us,  
please complete this form and send it back to us.)*

**To the attention of:**  
SA RAYNAUD  
Administrative Department  
14 Ancienne Route d'Aixe  
CS11122 82052  
LIMOGES Cedex  
FRANCE

I/We(\*) hereby give notice that I/We(\*) withdraw from my/our (\*) contract of sale:

(\*Cross out whichever is not applicable)

Item	Delivery date	Qty returned	Price (€ or \$)

**Order reference :** .....

**Name of Customer & Customer address :**

.....  
.....

**Signature of the consumer(s)** (only if this form is submitted on paper):

**Date :** .....