Neawolf Media Group
Reinhardstr. 1b
52078 Aachen, Germany


## withdrawal

Last updated: 26.05.2026

PDF from: 06.09.2026 14:30

**Applies only to consumers (German Civil Code § 13), not business customers/ B2B (§ 14); distance contracts, including neawolf-shop.com.**

For questions, please contact info@neawolf.com

## RIGHT OF WITHDRAWAL

### Withdrawal Notice

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

The withdrawal period is fourteen days from the day on which you or a third party designated by you (other than the carrier) took possession of the goods.

To exercise your right of withdrawal, you must inform us:

**Sven Schmidt · Neawolf Media Group**
Reinhardstr. 1b
52078 Aachen
Germany
Email: info@neawolf.com

by means of a clear statement (e.g. a letter sent by post or email) of your decision to withdraw from this contract. You may use the attached model withdrawal form, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient that you 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 you all payments we have received from you, including delivery costs (except for additional costs arising if you chose a type of delivery other than the least expensive standard delivery offered by us), without undue delay and no later than fourteen days from the day on which we receive notice 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 for this repayment. We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us without undue delay and no later than fourteen days from the day you notify us of your withdrawal from this contract. The deadline is met if you dispatch the goods before the fourteen-day period expires.

**You bear the direct costs of returning the goods.**

You are only liable for any diminished value of the goods if that diminished value results from handling the goods in a manner that is not necessary to establish the nature, characteristics, and functioning of the goods.

### Exclusion or Early Expiry of the Right of Withdrawal

The right of withdrawal does not apply to contracts:

• for the supply of goods that are not pre-manufactured and for the manufacture of which an individual choice or determination by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer;

• for the supply of sealed goods which are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery;

• for the supply of goods which, after delivery, become inseparably mixed with other goods due to their nature.

**Early expiry for digital content:**

The right of withdrawal expires for contracts for the supply of digital content not supplied on a physical medium (e.g. e-books, audio downloads, digital music files) if you have expressly agreed that we may begin performance before the withdrawal period expires, and you have confirmed your knowledge that you lose your right of withdrawal by giving such consent.

This consent is obtained in the checkout process via a mandatory checkbox.

## MODEL WITHDRAWAL FORM

### Model Withdrawal Form

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

**To:**

Sven Schmidt · Neawolf Media Group
Reinhardstr. 1b
52078 Aachen
Germany
Email: info@neawolf.com

**— I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) 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 consumer(s)** (only if this form is notified on paper)

**— Date**

(*) Delete as appropriate.

https://neawolf.group/en/company/withdrawal/

As of: 26.05.2026

Only the German version is legally binding.

This page does not replace legal advice and does not constitute official warnings or recommendations. Forecasts and assessments are model-based.

Contact for legal inquiries: see imprint.

Abuse/DMCA: abuse@neawolf.com

**Privacy:** neawolf.group/en/company/privacy/

**Legal notice:** neawolf.group/en/company/legal-notice/

**Infrastructure:** Processing exclusively in Germany, TLS 1.3, VPC isolation.

**Data protection:** Processing of personal data in accordance with GDPR; no sharing or use for AI training.

**Liability:** No liability for external content or derived decisions. No investment advice within the meaning of the German Securities Trading Act (WpHG).

**Place of jurisdiction:** Aachen, Germany. German law applies to the exclusion of the UN Convention on Contracts for the International Sale of Goods (CISG).

© Neawolf Media Group / Neawolf Media Group – All rights reserved.