

Information concerning the exercise of the right to cancel

Right to Cancel

The consumer has the right to cancel this contract within 14 calendar days without giving any reason.

The period for exercising the right to cancel shall expire 14 days from the day following the day on which the goods come into the physical possession of the consumer, or the person, other than the carrier, identified by the consumer to take possession of them.

To exercise the right to cancel, the consumer must inform us of their decision to cancel this contract by an unequivocal statement, sent by post to **Prozis - Rua do Cais, No. 198, Fontarcada, 4830-345 Póvoa de Lanhoso, Portugal**, must be preceded by a written message addressed to the Customer Support Service, through the helpdesk channel made available on their personal area of the online store. The order number and the description or reference of the product(s) to be returned must be communicated in this contact, as well as the intended form of reimbursement of the amount paid. The consumer may use the attached model form, but it is not mandatory.

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

Effects of the cancellation

If the consumer cancels this contract, we shall reimburse all payments received, including the costs of delivery, with the exception of: a) the supplementary costs resulting from the choice of a type of delivery other than the least expensive type of standard delivery provided by us; b) the costs of returning the order as a result of this exercise of the right to cancel. The refund will be made without undue delay and, in any event, within 14 days of receipt of the return in our warehouse with its prior notice.

We will carry out such reimbursement using the same means of payment as used for the initial transaction, unless the consumer has expressly agreed otherwise; in any event, the consumer will not incur any fees as a result of such reimbursement.

B. Model cancellation form

To Prozis - Rua do Cais, No. 198, Fontarcada, 4830-345 Póvoa de Lanhoso, Portugal

I/We ⁽¹⁾ hereby give notice that I/We ⁽¹⁾ cancel my/our ⁽¹⁾ contract of sale of the following goods ⁽¹⁾ / for the provision of the following service ⁽¹⁾,

Ordered on ⁽¹⁾ /received on ⁽¹⁾,

Name of consumer(s),

Address of consumer(s),

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

Date

(1) Delete as appropriate.