

A. Information concerning the exercise of the right of withdrawal

Right of withdrawal

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

The period for exercising the right of withdrawal shall expire 14 days from the day following the day on which the consumer, or a third party other than the carrier and indicated by the consumer, acquires physical possession of the goods.

To exercise the right of withdrawal, the consumer must inform us of their decision to withdraw from this contract via unequivocal statement, sent by post to **Prozis - Rua do Cais, No. 198, Fontarcada, 4830-345 Póvoa de Lanhoso, Portugal**, which must be preceded by a message to the Customer Support Service, available on the *www.prozis.com* website. 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 for the amount paid.

The consumer may use the attached withdrawal form template, but it is not mandatory.

To meet the withdrawal deadline, the consumer must send their communication concerning their exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If the consumer withdraws from this contract, we shall reimburse all payments received, including the costs of delivery, with the exception of: **a)** any supplementary costs resulting from the choice of a type of delivery other than the least expensive type of standard delivery provided by us; **b)** any costs of returning the order as a result of this exercise of the right of withdrawal. The reimburse will be made without undue delay and within 14 days of receiving the returned item(s) in our warehouse with prior notice.

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

B. Model withdrawal 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⁾ withdraw from 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.