Right of withdrawal for consumers

A consumer is a person who enters into a legal transaction, i.e. makes a declaration of intent regarding a matter that cannot be attributed to either their professional or commercial activity.

Right of withdrawal

You have the right to cancel this contract within 14 days without giving any reason. The deadline is fourteen days from the date of the conclusion of the contract. The exercise is carried out by means of a clear statement (e.g. via letter or email) to us at

helloly GmbH
Rainerstrasse 25
A-4020 Linz
support@helloly.com

regarding your decision to cancel this contract.

You can use our sample revocation form, but this is not mandatory. To meet the revocation deadline, it is sufficient for you to send your communication concerning your exercise of the right of revocation before the revocation period has expired.

Consequences of revocation

If you revoke this contract, we shall reimburse to you all payments received from you, without undue delay and in any event not later than 14 days from the day on which we are informed about your revocation of this contract. Unless otherwise agreed, the reimbursement will be made using the same means of payment that you used for the original transaction. There will be no offsetting of fees.

If you have requested that the services commence during the revocation period, you shall pay us a reasonable amount corresponding to the proportion of the services already provided by the time you notify us of the exercise of the right of revocation with respect to this contract compared to the total scope of the services provided for in the contract. If domains have been registered for you in this context, the registration fees are non-refundable.

Reasons for expiration

The right of withdrawal expires in the case of a contract for the provision of services if the trader has fully provided the service and began providing the service only after the consumer had given his express consent and at the same time confirmed that he was aware that he would lose his right of withdrawal once the contract had been fully performed by the trader.

Sample revocation form for consumers

If you wish to withdraw from the contract, please complete this form and return it to us. You can complete this form and send it to support@helloly.com.

To
helloly GmbH
Rainerstrasse 25
A-4020 Linz
support@helloly.com

I/We (*) hereby cancel the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*):

Invoice number	
Ordered / received on	
Name	
Address	
Date	

Signature of consumer(s) (only for paper-based notification)