

## Right of withdrawal

In accordance with the French legal provisions in force, the Customer has a withdrawal period of fourteen (14) days from the day of receipt of the order, i.e., the day on which the Customer, or a third party designated by the Customer, (other than the Carrier) takes physical possession of the property.



To exercise his right of withdrawal, the Customer must notify his decision to withdraw from this contract, by means of a clear and unambiguous declaration to the following address within fourteen (14) days of receipt of his order:

Canyon Bicycles GmbH  
Karl-Tesche-Str. 12  
56073 Koblenz  
Germany  
Telephone: +49 (0) 261 9490 3000  
Fax: +49 (0) 261 40 40050

If desired, the Customer may use the withdrawal template available in the appendix to these General Terms and Conditions of Sale (<https://www.canyon.com/country/lang/contact/>).

The customer has a period of 14 days to notify his decision to withdraw.

## Effects of withdrawal

In the event of withdrawal from this contract, the total sums paid by the Customer will be returned to them, including delivery costs (except additional costs arising from the fact that, if applicable, you chose a delivery method other than the cheapest standard delivery method offered by us), no later than fourteen days from the day when we were informed of your decision to withdraw from this contract. This date of reimbursement of costs may be deferred until the product is recovered or until proof of shipment of the product has been sent to CANYON, the date retained being the date of the first of these events.

Refunds are made using the same payment method the Customer used for the initial transaction, unless the Customer expressly agrees that he wishes to be reimbursed by a different method; this will never result in additional charges to you. We may defer the refund until we have received the goods or until you have provided proof of sending the goods, the date used being the first of these events.

The Customer must return the products subject to withdrawal within 14 days of his withdrawal.

For any order of less than a total amount of €40.00, the return shipping costs are borne by the Customer. For any order for a total amount greater than €40.00, the return shipping costs will be returned to the Customer.

The Customer is free to choose the method of sending his product. However, no additional costs or the cost of special services (express shipments, 24-hour deliveries, collection costs, etc.) will be paid.

CANYON cannot be held responsible for the non-receipt of the customer's package.

Only complete returned products, in perfect condition and in their original packaging will be accepted. Otherwise, the return will be considered non-compliant and will not be refunded.

The Customer's liability is only committed with regard to depreciation of the item resulting from handling other than that necessary to establish the nature, characteristics and proper operation of this item.

## Withdrawal form template

(Please only complete and send this form if you wish to withdraw from the contract)

For the attention of Canyon Bicycles GmbH

Karl-Tesche-Str. 12

56073 Koblenz

Germany

Telephone: +49 (0) 261 9490 3000

Fax: +49 (0) 261 40 40050

Contact form: <https://www.canyon.com/country/lang/contact/>



- This is to notify you of my / our (\*) withdrawal from the contract relating to the sale of goods (\*) / for the provision of services (\*) below

Ordered on (\*) \_\_\_\_\_ / received on (\*) \_\_\_\_\_

Name(s) of the consumer(s) \_\_\_\_\_

Address of the consumer(s) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of the consumer(s)

(only in the case of notification of this form on paper)

\_\_\_\_\_

Date \_\_\_\_\_

(\*) Delete as appropriate.