

## **Information on exercising the right of withdrawal in the case of a purchase contract for the delivery of**

digital content not stored on a physical data carrier  
one or more goods in one shipment  
several goods as part of a single shipment  
goods in several partial shipments or pieces

### **Cancellation policy**

#### **Right of withdrawal**

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 named by you, who is not the carrier, took possession of the goods;

To exercise your right of withdrawal, you must inform us

Software Quality Lab Academy GmbH  
Gewerbepark Urfahr 6  
4040 Linz, Österreich  
Tel.: +43 5 0657-400 or +43 5 0657-422  
E-mail: [backoffice@software-quality-academy.com](mailto:backoffice@software-quality-academy.com)

of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You can use the attached sample withdrawal form, but this is not mandatory.

You can also fill out the sample withdrawal form or another clear declaration on our website ( [https://www.software-quality-academy.com/fileadmin/files/Dokumente/Allgemeine\\_Bedingungen/de/SWQLA\\_Widerrufsformular.pdf](https://www.software-quality-academy.com/fileadmin/files/Dokumente/Allgemeine_Bedingungen/de/SWQLA_Widerrufsformular.pdf) ) electronically and send it to us. If you make use of this option, we will immediately send you a confirmation of receipt of such a withdrawal (e.g. by e-mail).

In order to comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period

#### **Consequences of the withdrawal**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw 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; under no circumstances will you be charged any fees for this repayment.

We may withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earliest.

You must return or hand over the goods to us immediately and in any case within fourteen days at the latest from the day on which you inform us of the revocation of this contract. The deadline is met if you send the goods before the period of fourteen days has expired.

You shall bear the direct costs of returning the goods.

You only have to pay for any loss in value of the goods if this loss in value is due to a handling of the goods that is not necessary to check their condition, properties and function

#### **Waiver of the right of withdrawal (right of revocation)**

The consumer has no right of withdrawal (right of revocation) for the delivery of digital content not stored on a physical data carrier if the entrepreneur - with the express consent of the consumer, combined with the consumer's confirmation of the loss of the right of withdrawal (right of revocation) in the event of premature commencement of contract fulfillment and after provision of a copy or confirmation in accordance with Section 7 (3) FAGG (see confirmation before purchase in the store [www.software-quality-academy.com](http://www.software-quality-academy.com)) - has begun delivery before the expiry of the otherwise existing withdrawal period. The first use of such digital content (e.g. login to the e-learning platform) is deemed to be such a case.

Pursuant to Section 7 (3) FAGG, the consumer shall be provided with a confirmation of the concluded contract on a durable medium (e.g. e-mail) together with the information specified in Section 4 (1) FAGG within a reasonable period of time after the conclusion of the contract, but at the latest before the start of the provision of services, unless this information has already been provided on a durable medium. The contract confirmation shall in any case contain a confirmation of the consumer's consent to the immediate provision of the service and the confirmation of the consumer's knowledge of the resulting lapse of the right of withdrawal (right of revocation).

## Cancellation

*(If you want to cancel the contract, please fill out this form and send it back to us)*

To Software Quality Lab Academy GmbH  
Gewerbepark Urfahr 6  
4040 Linz  
AUSTRIA

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

- Ordered on (\*)/received on (\*):

- Name of the consumer(s):

- Address of the consumer(s):

- Signature of the consumer(s) (only in case of notification on paper):

- Date:

*(\*) Delete as appropriate.*