

Cancelation policy

Right to cancel

You have the right to cancel this contract without specifying any reasons within 14 days.

The cancelation period is 14 days from the date on which the contract is entered into.

To exercise your right to cancel, you have to inform us (Siemens Aktiengesellschaft, Werner-von-Siemens-Str. 1, 80333 Munich, Germany, +49 (0) 911 895 7575, sitrain.de@siemens.com) by sending a clear declaration (e.g., a letter sent by post or an e-mail) on your decision to cancel this contract. You can use the attached sample cancelation form, although its use is not mandatory.

To comply with the cancelation period, it is sufficient if you send the notification of exercising the right to cancel before the end of the cancelation period.

Consequences of cancelation

If you cancel this contract, we have to repay to you all payments that we have received from you, including delivery charges (with the exception of additional costs incurred because you have chosen a different type of delivery than the cheapest standard delivery offered by us) without undue delay, by no later than within 14 days of the date on which we receive your notification of exercising the right to cancel. This repayment will be made using the same payment method that you used in the original transaction, unless an arrangement to the contrary has been expressly agreed with you; in no circumstances will you be charged any fees because of this repayment.

If you have requested that the services commence during the cancelation period, you will have to pay us an appropriate amount that corresponds to the proportion of services already provided up to the date on which you notify us of your exercising the right to cancel this contract in relation to the total volume of services specified in the contract.

Sample cancelation form

(If you wish to cancel the contract, please complete this form and return it.)

– To

Siemens Aktiengesellschaft
Werner-von-Siemens-Strasse 1
80333 MunichGermany
E-mail: sitrain.de@siemens.com

– I/we (*) hereby cancel the contract that we entered into for the purchase of the following goods (*)/the provision of the following services (*)

– Ordered on (*)/received on (*)

– Name of consumer(s)

– Address of consumer(s)

– Signature of consumer(s) (only if notification is submitted on paper)

– Date

(* Delete as appropriate.