Withdrawal

Version 2026-11-16.1

Translation for convenience; the German text applies.

In plain words

- As a consumer you can withdraw from a purchase within 14 days without giving a reason.
- For keys and other digital products this right ends when you show the key, because you agreed to that twice before.
- As long as the key is not shown, you can also simply use "Refund now" on the order page.
- You can withdraw with the button on this page, by e-mail or by letter. The money goes back the way you paid.

This is a summary. The full text below is binding.

Withdrawal information

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period will expire after fourteen days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (Harith Al-Ani, Max-Schwarze-Weg 27a, 46236 Bottrop, phone: +49 157 34779187, e-mail: harithal-ani@loshshop.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or an e-mail). You may use the attached model withdrawal form, but it is not obligatory.

You can also exercise your right of withdrawal online at /widerruf (button "Withdraw from contract here" on this page). If you use this online function, we will send you without delay, on a durable medium (e.g. by e-mail), an acknowledgement of receipt with the content of your withdrawal statement and the date and time it was received.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of 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 fourteen days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

End of the withdrawal information.

Early end of the right of withdrawal

For digital content not on a physical medium the right of withdrawal ends when performance has begun after you (1) expressly agreed that performance starts before the withdrawal period ends, (2) confirmed that you know you lose your right of withdrawal by this consent, and (3) received a confirmation of this (§ 356(5) BGB). At checkout these are two separate boxes:

- "I expressly agree that performance of the contract (provision of the digital content) begins before the end of the withdrawal period."
- "I acknowledge that by giving this consent I lose my right of withdrawal once performance of the contract has begun."

Performance starts when you show the key. As long as you have not shown it, you get an instant refund on

the order page.

Model withdrawal form

(If you want to withdraw from the contract, please fill in this form and send it back.)

– To Harith Al-Ani, Max-Schwarze-Weg 27a, 46236 Bottrop, e-mail: harithal-ani@loshshop.com:

– I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)

– Ordered on (*)/received on (*)

– Name of consumer(s)

– Address of consumer(s)

– Signature of consumer(s) (only if this form is notified on paper)

– Date

(*) Delete as appropriate.