Instruction on the Right to Withdraw from the Contract

1. Right to Withdraw from the Contract

1.1 According to the provisions of § 1829 paragraph 1 of the Civil Code (NOZ), you have the right to withdraw from the contract without giving any reason within 14 days from the day following the day of concluding the contract and, in the case of a purchase contract, from the day you or a third party designated by you (other than the carrier) takes possession of the goods.

1.2 To exercise the right to withdraw from the contract, you must inform ENPRAG, s.r.o., located at K Holyni 833/42, Prague 5, identification number: 62743741, of your decision to withdraw from this contract by means of a unilateral legal action (e.g., a letter sent through the postal service or an email). You may use the attached sample withdrawal form, but it is not obligatory.

1.3 To comply with the withdrawal period, it is sufficient to send the communication regarding the exercise of the right to withdraw before the withdrawal period has expired.

### 2. Consequences of Withdrawal from the Contract

2.1 If you withdraw from the purchase contract, we will refund all payments received from you, including delivery costs (except for additional costs resulting from your chosen delivery method that differs from the least expensive standard delivery method offered by us), without undue delay and no later than 14 days from the day we received your notice of withdrawal. We will use the same payment method you used for the initial transaction unless you have expressly agreed otherwise. In any case, you will not incur any additional fees as a result of the refund. We may withhold the refund until we have received the returned goods or you have provided proof that you have sent the goods back, whichever occurs first.

2.2 You will bear the direct costs of returning the goods. You are only liable for any diminished value of the goods resulting from the handling of the goods other than what is necessary to establish the nature, characteristics, and functioning of the goods.

### 3. Conditions for Withdrawal from the Contract

3.1 Only the end consumer, i.e., a natural person who has not purchased the goods under a business identification number (IČO), may withdraw from the contract.

3.2 The purchase contract can be withdrawn from without giving any reason and without any penalty in all cases.

3.3 If the subject of the contract between the supplier and the customer is custom-made goods (goods tailored according to the customer's wishes or for their person), it is not possible to withdraw from the contract according to §1837 paragraph 1 of the Civil Code (NOZ).

3.4 The fourteen-day period starts from the moment of receipt of the goods. The time required for the delivery of the returned goods is not included in the 14-day period. The decisive date is the date of sending the notice of withdrawal.

3.5 The notice of withdrawal must be made in writing and delivered to the seller no later than the 14th day after the purchase of the goods. Delivery can be considered as the moment when the seller receives a notification of the deposit of the package with the notice of withdrawal or the date of sending the email with the information about this withdrawal.

Return Form for Goods Without Stating a Reason (Withdrawal from the Contract)

Within the statutory period of 14 days from receipt of goods

I am exercising my right according to the provisions of § 1829 paragraph 1 of the Civil Code (NOZ) and hereby unilaterally withdraw from the purchase contract.

I request the refund amount specified in this contract to be returned via bank transfer to the account number:

…………………………………………………………………………………………………………………………………………………………………………….

**Contant Information:**

Name and Surname:

Adress:

Phone:

Email:

**Returned Goods:**

………..pcs……………………………………………………………………………………............................................................................

………..pcs……………………………………………………………………………………............................................................................

………..pcs……………………………………………………………………………………............................................................................

………..pcs……………………………………………………………………………………............................................................................

**Order date:**

**Reason for returning the goods (optional):**

…………………………………………………………………………………………………………………………………………………………………………….

…………………………………………………………………………………………………………………………………………………………………………….

Please send the goods to the following address: ENPRAG s.r.o., K Holyni 833/42, 154 00 Praha 5, Phone: 224 942 663, Mobile: 733 710 443, Email: obchod@kovovynabytek.cz

**Date:**

**Signature:**