



WITHDRAWAL FORM

SUBJECT / **Withdrawal of the contract**

Attn: Pina, SA.
Tax ID: A46068342

Owner of the e-commerce website: **www.survara.com**
Email: **info@survara.com**

I hereby inform you that I want to WITHDRAW from our purchase contract; said contract including the following products:

PRODUCT TYPE & DESCRIPTION

(Include the product's name or reference number when applicable)

Purchase order number

Date that order was placed

Date that order was received

User's full name and ID number (or passport number)

(please attach a copy of your identity document)

User's address

User's phone

User's email

Delivery address of the order *(if different from user's address)*

User's signature

Place and date: ,



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According to the Spanish Royal Legislative Decree 1/2007, of 16 November, enacting the General Law for the Protection of Consumers and Users and other complementary laws: Users/Consumers making a purchase on a website have the right to withdraw from said purchase within 14 calendar days, without the need for justification.

This withdrawal period will expire 14 calendar days after the User or an authorised third party (other than the carrier), acquires the material possession of the goods purchased on www.survara.com. In the event that your order has several goods and they are delivered separately, the withdrawal period will expire 14 calendar days after the User or an authorised third party (other than the carrier) acquires material possession of the last one of those goods. In the case of a service contract, the withdrawal period will expire 14 calendar days after the contract is concluded.

To exercise the right of withdrawal, the User must notify www.survara.com. You can do so through the contact options provided on the Website.

Regardless of the means they choose to communicate their decision, the User must state in writing, in a clear and unambiguous manner, that they wish to withdraw from the purchase contract.

In order to meet the withdrawal period, the message expressing the unequivocal decision to withdraw from the contract only needs to be sent before the period expires.

In case of withdrawal, www.survara.com will reimburse the User for all payments received, except for the shipping costs. The reimbursement must be made without any undue delay and within 14 calendar days maximum after www.survara.com is notified of the withdrawal decision.

www.survara.com will reimburse the User using the same payment method that the purchase was paid with by the User. This refund will not result in any additional cost to the User. However, www.survara.com will withhold the reimbursement until the Company receives the purchased goods are received verifies that the products are in the same conditions in which they were originally delivered, or that they have not suffered any damage after delivery.

The goods must be sent back to [survara](http://www.survara.com) without any undue delay and within 14 calendar days maximum after www.survara.com is notified of the withdrawal decision.

The User shall bear the direct cost of returning the goods (transportation, etc.). In addition, the User shall be liable for any diminished value of the goods resulting from the handling other than what is necessary to ascertain the nature and functioning of the goods.

The User shall agree to the exceptions to the right of withdrawal, as stated in article 103 of Spanish Royal Legislative Decree 1/2007, of 16 November, enacting the which approves the revised text of the General Law for the Protection of Consumers and Users and other complementary laws.

This applies to the provision of services contracted through this website. The aforementioned Law states that Users may not exercise the right of withdrawal when the provision of a service has been initiated or fully executed, as long as the Consumer/User gives their express consent and are aware that the full execution of the contract by www.survara.com entails losing the right of withdrawal.

In any case, no reimbursement will be made if the product has been removed from its packaging, has been used or is not in the same condition in which it was delivered or if it has suffered any damage after delivery.

Products must be returned in (or along with) all their original packaging, and with any instructions or documents that were sent with them. A copy of the purchase invoice must also be included.

www.survara.com will not accept any claim or return of products that have already been installed, and will not agree to cover any expenses related to the installation, assembly or disassembly of said products. In no event shall [survara](http://www.survara.com)'s liability exceed the value of the product provided, regarding any return, withdrawal, product change or claim.

