

MODEL WITHDRAWAL TEMPLATE (RETURN FORM)

(the form must be filled in and submitted only in case of the intent to withdraw from the sales contract)

name and surname

place and date

address

email/phone (optional)

All Good S.A. (Coffeedesk)

Coffeedesk warehouse
Hall C
Zachodnia str. 4,
78-100 Kołobrzeg, Poland
email: hello@coffeedesk.pl

NOTICE OF WITHDRAWAL (RETURNING PURCHASES)

I give notice that I withdraw from my contract of sale of the following products:

No.	Product name / symbol	Qty	Reason <i>(optional)</i>

Date of purchase:

Order no./Invoice no.:

Please reimburse me as follows:

(please provide your bank account details or payment method used on purchase)

signature

(only if this form is notified on paper)

We will exercise your right of sales contract withdrawal, to which you are entitled under the law, in accordance

with our Terms of Service as set out on the following page and on our websites.

Information on Sales Contract Withdrawal (Returning purchases)

When you shop on the Coffeedesk website, you may have a consumer right of withdrawal. This right applies to consumer purchases, namely if you are making a purchase which is not directly related to your business or professional activity, or if your purchase has not a professional nature.

You do not have to provide a reason for withdrawal from the contract (we also call it a return) and the statutory period for exercising this right is 14 days, counting from the delivery of the purchased goods to you. We are extending this period and giving you **30 days** to exercise this right and return the product, counting from the date the contract was concluded. The extended return period applies only to products that:

- **are in their original, undamaged packaging,**
- **have not been used (even for the purpose of testing functionality** — e.g. you have not ground coffee in the grinder, transported coffee in the thermal mug, or brewed coffee in the coffee maker),
- **are not consumable products** (e.g. coffee, tea, milk, beverages, chocolate, syrups, sweets).

You are not required to provide a reason for the return, but doing so will help us improve our offer.

To withdraw from the contract, you only need to let us know. You can do it:

- via the customer account - after you have logged in at coffeedesk.com (if you have a customer account),
- by sending us the sales contract withdrawal notice to: hello@coffeedesk.pl,
- by sending us the sales contract withdrawal notice in printed form to: All Good S.A. (Coffeedesk), Sienkiewicza str. 12, 78-100 Kołobrzeg, Poland.

To meet the given deadlines, it is sufficient for you to send us a message clearly expressing your intent to withdraw from the sales contract. You may also use the withdrawal form provided, but this is not necessary.

If you decide to withdraw from the sales contract (to return a product), we will reimburse all payments received from you, including the costs of delivery (except for additional costs, if you have chosen a delivery method other than the standard, the least expensive delivery method we offer). We will do this without delay, at the latest within 14 days of the day we learn of your intent. If possible, we will make the refund using the same payment method you used during the original transaction (or to your bank account), unless you expressly agree otherwise. You will not have to pay any fees in connection with this refund. However, we may withhold the refund until we have received the goods or proof of return, whichever is sooner.

Your notice of withdrawal shall be effective if you send the returned goods to us at the following address: Coffeedesk warehouse, Hall C, Zachodnia str. 4, 78-100 Kołobrzeg, Poland, no later than 14 days from the day when you informed us of your withdrawal from the sales contract. The deadline is met if you send the goods back to us before this time. Remember that you have to cover the costs of returning the goods, and the possibility of returning the goods free of charge applies only to our registered customers under our return policy.

Please note that if the goods you return are in a condition worse than the one in which you received them (apart from handling in a manner that is necessary to establish the nature, characteristics and functioning of the goods), we may charge you for diminished value of the goods.

We would also like to remind you that there are certain situations in which the right of withdrawal does not apply. This is particularly the case when the goods are:

- 1) an item which deteriorates or expires rapidly or has a short best-before (use-by) date,
- 2) an item which is delivered in a sealed package which cannot be returned after opening for health or hygiene reasons, if the package has been opened after delivery (e.g. open coffee or tea packaging).

Feel free to reach to us if you have any questions.

Coffeedesk.com Team