

# Right of withdrawal

## Softwareload

As a consumer you have a right of withdrawal as described in the withdrawal information below.

### Withdrawal information

#### Right of withdrawal

You may withdraw your contractual declaration in writing (by letter, fax, email, for example) within 14 days without giving any reason. This period will commence upon receipt of this information in writing, but not before the contract has been concluded or the information requirements pursuant to Article 246 Section 2 in conjunction with Section 1 Paragraph 1 and 2 of the Introductory Act to the Civil Code [Einführungsgesetz zum BGB - EGBGB- ] as well as our obligations pursuant to Section 312e Paragraph 1 Sentence 1 of the German Civil Code [Bürgerliches Gesetzbuch, BGB] in conjunction with Article 246 Section 3 of the Introductory Act to the Civil Code [Einführungsgesetz zum BGB - EGBGB-] have been fulfilled. In order to observe the withdrawal period, it is sufficient if you send your withdrawal in time. The withdrawal is to be addressed to:

**Deutsche Telekom AG**  
**Softwareload**  
**T-Online-Allee 1**  
**64295 Darmstadt, Germany**

**Fax: +49.6151.680-759**

**Email: [support@softwareload.co.uk](mailto:support@softwareload.co.uk)**

#### Consequences of withdrawal

In the event of an effective withdrawal, all payments and consideration received by both parties must be returned and any benefits generated therefrom (interest, for example) surrendered. If you are unable to return the consideration received in part or in whole or are able to return the same only in a deteriorated condition, you must provide us with compensation of a corresponding value. This means that you may nonetheless have to fulfil your contractual payment obligations for the period up to the withdrawal. Any obligations to reimburse payments must be fulfilled within 30 days. For you, this period will commence upon sending your withdrawal statement and for us, upon receipt of the same.

#### Please note

Your right of withdrawal will lapse early if both parties have fully performed the contract at your express request before you exercise your right of withdrawal.

#### End of withdrawal information