

Withdrawal from contract - BiaGoodFood

What is the right of withdrawal?

The right of withdrawal means that, under the applicable legislation, we may unilaterally withdraw from a contract concluded online and, upon returning the product, request a refund from the retailer of the amount we have paid. The right of withdrawal compensates for the fact that we did not have the opportunity to examine and try the product before purchase and that, prior to the purchase, we can only rely on information provided unilaterally by the seller.

[Sample withdrawal form](#)

The online store must provide the customer with a sample withdrawal form for exercising the right of withdrawal, which the customer may complete with their details and return. The customer is not required to use the sample document and may choose another format. The important thing is that the submitted declaration contains the customer's details (necessary for the online store to fulfil its obligations), the date of purchase, and sufficient information to identify the product.

In the online stores we develop, customers can handle withdrawal, warranty, and product exchange issues electronically, using forms. All procedures are recorded in the administration interface, making it easier and faster for online store administrators to manage these matters.

ADDITIONAL USEFUL ONLINE STORE FEATURES

Annex 2 to Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses contains a sample withdrawal form, but you can also easily download the formatted declaration [here](#):