

Withdrawal Policy

Information on exercising the right of withdrawal for purchases of goods

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you, or a third party other than the carrier and indicated by you, acquire(s) physical possession of the goods.

To exercise your right of withdrawal, you must inform us

IFT Handels- und Entwicklungs GmbH

Schmiedberg 10, 4483 Hargelsberg, Austria

Telephone: +43 7225 20522

E-mail: office@ifteurope.com

of your decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post or an e-mail). You may use the attached model withdrawal form, but this is not mandatory.

You can also exercise your right of withdrawal via the “Withdraw from contract” function prominently provided at www.wonder-lights.com. If you use this online function, we will send you an acknowledgement of receipt on a durable medium (for example, by e-mail) without delay, including information on the content of the withdrawal declaration and the date and time of its receipt.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery – with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us – without undue delay and in any event no later than fourteen days from the day on which we are informed of your decision to withdraw from this contract.

For this reimbursement, we will use the same means of payment that you used for the initial transaction, unless expressly agreed otherwise with you. In no event will you be charged any fees as a result of this reimbursement.

We may withhold reimbursement until we have received the goods back, or until you have supplied evidence of having sent back the goods, whichever is the earlier.

You must send back or hand over the goods to IFT Handels- und Entwicklungs GmbH, Schmiedberg 10, 4483 Hargelsberg, Austria, without undue delay and in any event no later than fourteen days from the day on which you notify us of your withdrawal from this contract. The deadline is met if you send off the goods before the period of fourteen days has expired.

You bear the direct costs of returning the goods.

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

Additional note on inspecting Wonder-Lights

Before first use, please check the scope of delivery and the visible condition of the product. Actually using it on hair, in particular with hair colour or bleach, may go beyond the handling required for inspection. Any resulting residues, discolouration, signs of use, damage or missing parts may constitute a specifically determinable diminished value.