

Cancellation Policy

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 designated by you, who is not the carrier, take possession of the goods (or the last good, partial delivery, or item in the case of a contract covering multiple goods in a single order, or the delivery of goods in several partial shipments or pieces).

To exercise your right of withdrawal, you must inform us (CHS Container Handel GmbH, Tillmannstr. 19, 28239 Bremen) by means of a clear declaration (e.g., a letter sent by post or an email) of your decision to withdraw from this contract. You may use the model withdrawal form available on our website for this purpose, but this is not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notification of exercising your right of withdrawal before the withdrawal period has expired.

Consequences of Withdrawal

If you withdraw from this contract, we must reimburse you for all payments we have received from you, including delivery costs (with the exception of additional costs arising from your choice of a delivery method other than the least expensive standard delivery offered by us), without undue delay and no later than fourteen days from the day on which we receive the notification of your withdrawal from this contract. For this reimbursement, we will use the same means of payment that you used in the original transaction, unless expressly agreed otherwise with you; under no circumstances will you be charged any fees for this reimbursement. We may withhold reimbursement until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return the goods to us without undue delay and in any case 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 the goods before the fourteen-day period has expired. Please also note the following regarding returns:

- Due to the nature of the goods, returns can usually only be made by freight forwarding.

- You shall bear the direct costs of returning the goods. These costs usually correspond to the original delivery costs.

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

Note:

No right of withdrawal exists for contracts for the delivery of goods which are not prefabricated and for the production of which an individual choice or specification by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer (see § 312g para. 2 no. 1 BGB).

This particularly applies to containers manufactured expressly in accordance with the customer's specifications regarding equipment, dimensions, color, interior fittings, or other characteristics.