



Withdrawal *Policy*

Cancellation request

If a user wishes to cancel an Agreement with a Provider, they must inform Wristler within 14 days of receiving the order.

The User can submit a cancellation request via wristler.eu and follow the instructions provided.

Processing of cancellation

Once Wristler receives a cancellation request from the User, we will assess it. If the request is approved, we will provide the User with instructions for returning the Product to the Provider as soon as possible.

If the request is rejected because the right of withdrawal does not apply, we will inform the User accordingly.

Right of withdrawal policy

Consumers' right of withdrawal follows from the EU Consumer Rights Directive (2011/83 / EU) ('the Directive'). This policy forms an integral part of our Terms and Conditions. We provide this information on behalf of all Providers through as professional sellers using our Platform to sell Products to Users who are residing in the European Economic Area (EEA). Under the Directive, Users who a) are not acting in a professional capacity and b) reside in a country within the EEA", including the United Kingdom and c) purchase from a professional seller, have the right to decide within 14 days to decide whether to keep their purchase ('cooling-off period'). Cancellation within this cooling-off period can be made without giving any reason.

Excluded products

Under the Directive, certain products can be excluded from the right of withdrawal. The following categories may apply to the Products as supplied in accordance with the Agreement between Provider and User. This list is not exhaustive but includes only the most common categories that may apply to Products and/or Advertisements delivered through the Platform. For a complete list of excluded products and services, please refer to the Directive.

The purchase of Products meeting the following categories cannot be revoked:

- Products or services whose price is linked to fluctuations in the financial market over which the Provider (as a professional seller) has no control, and which may occur within the withdrawal period. This includes, but is not limited to, certain gemstones and precious metals and goods produced from them. For example, diamonds, jewelry made with value-added diamonds, gold coins and precious metals.
- Products manufactured to User's specifications, which are not pre-manufactured and are intended for a specific person.
- Sealed products whose seal has been broken, and which cannot be returned for health or hygiene reasons.

Requirements of the withdrawal policy

If the User is entitled to exercise the right of withdrawal under the Directive, the following conditions apply:

- The cooling-off period begins on the day after the User has received the order or, in the case of multiple shipments, after the final shipment has been received.
- The User may also cancel the purchase before receiving the Product.

- The User must handle the Product and its packaging with care. The inspection of the Product should be carried out in the same manner as would be allowed in a physical store.
- The User is liable for any depreciation in value resulting from improper handling. If the Provider determines that the Product has decreased in value due to the User's actions, Wristler is not obliged to mediate. Any such dispute must be resolved directly between the Provider and the User.
- The User must return the Product, including all accessories, to the Provider within 14 business days after Wristler has approved the cancellation request. The Product must be returned in its original condition and packaging.
- If the Product is not returned to the Provider within 14 days after Wristler's approval, the User loses their right of withdrawal, and the Provider is entitled to the full purchase price.
- If the Product is returned to the Provider within 14 days and there are no issues regarding shipping or damage, the Provider is required to refund the User the full purchase amount, including shipping costs. If the Provider has already received the payment through the payment processing service, they remain obligated to reimburse the User for the purchase price and shipping costs.
- The User who exercises the right of withdrawal and returns the Product is responsible for the direct costs, risks, and burden of the return shipment. Wristler advises the User to carefully and securely package the Product and send it via insured shipping. If the Provider can demonstrate that the Product was lost or damaged during return shipping, Wristler reserves the right to allow the payment to be processed to the Provider via the payment processing service. In such cases, the User must address the issue directly with the Provider and/or the shipping company.
- Wristler cannot be held liable for any damages incurred by the User or the Provider in connection with the return shipment.