

1 RIGHT OF WITHDRAWAL

1.1 Applicability of the right of withdrawal

The Consumer enjoys a right of withdrawal, in accordance with article VI.47 Belgian Code of Economic Law. The right of withdrawal provides the Consumer with the possibility to terminate the contract if, after the delivery, he is not satisfied with the product. No required motivation or penalty fee is applicable. GUYLIAN does welcome your feedback in order to improve our services.

If the Consumer applies his right of withdrawal in conformity to the legal conditions, GUYLIAN will take care of the reimbursement of the amount actually paid for the product within fourteen (14) calendar days. The *reimbursement* will be carried out through the *same payment method* you used for the initial transaction, unless the Consumer expressly agreed otherwise. No fee will be charged for the reimbursement.

Attention: GUYLIAN does not reimburse any additional delivery costs, such as the cost endorsed if the Consumer selects a delivery method that differs from the cheapest standard delivery method.

According to Article VI.53 of the Belgian Code of Economic Law, the Consumer is not entitled to exercise his right of withdrawal in the following cases:

- The supply of goods which are made to the consumer's specifications, or are clearly personalised (Article VI.53.3°);
- The supply of goods which are liable to deteriorate or expire rapidly (Article VI.53.4°);
- The supply of sealed goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery (Article VI.53.5°);
- Where the goods supplied have, according to their nature, been inseparably mixed with other items after delivery (Article VI.53.6°).

Attention: If a sealed box has been opened, the plastic seal around the box has been removed, the box has been damaged or stored improperly or in general, the integrity of the box and its content has been compromised (by the Consumer), you immediately lose the right to invoke your right of withdrawal.

1.2 Exercising the right of withdrawal

The Consumer who wishes to invoke the right of withdrawal must communicate his decision explicitly and unambiguously, in a written statement. The communication must happen within fourteen (14) calendar days:

- Sales contract: The day of acquiring physical possession of the goods.

It is up to the Consumer to prove that he can rely on his right. The following information must always be clearly communicated:

- The following three dates: the date of order, date of receipt and the date on which the right of withdrawal is used;
- Name and address of the Consumer;
- Signature of the Consumer.

The Consumer must remand the products to the logistics partner of GUYLIAN as soon he has notified his decision to exercise his right of withdrawal, and no later than fourteen (14) calendar days of the communication. The return shipment can only be done by manner of an authorized carrier. In any case, the Consumer will bear all costs and risks of remand. GUYLIAN may suspend the reimbursement until receipt of evidence by the Purchaser that the products have been returned.

The Purchaser is liable for any diminished value of the products resulting from the handling of the products beyond what is necessary to establish the nature, characteristics and functioning of the products. GUYLIANh is entitled to charge the costs of the impairment in proportion to the repayment.

The Consumer has no right of withdrawal if the above conditions are not met. In that case, the goods will be returned to the Consumer at the expense and risk of the Consumer. GUYLIANh undertakes to clearly communicate its motives to the Consumer.

MODEL FORM : RIGHT OF WITHDRAWAL

This model form allows you to easily apply your right of withdrawal. Please take into account the fact that withdrawal is not in all cases possible and that a purchaser remains liable for significant impairments to the products. Please only use this form if you are sure about the withdrawal.

Directed to:

DISTRIMEDIA NV
Industriepark Noord 5a
9100 Sint-Niklaas

Email: webshop@guylian.be

Contact details Consumer:

Name and surname:

(Email)Address:

Address:

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)

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.....
.....

The goods and / or services were ordered on .. / .. / .., and received on .. / .. / ..

I declare this form filled out in an accurate, truthful and complete manner.

Signature of consumer (s) (**)

Date .. / .. / ..

(*) Delete if not applicable. (**) Only if this form is submitted on paper