

Instruction on the right of cancellation (I)

and

references to the exclusion/limitation of the right of cancellation (II)

1. Right of cancellation

You have the right to cancel this contract within 14 days without giving reasons.

The cancellation period shall be 14 days from the day on which you or a third party nominated by you who is not the carrier took possession of the goods (or the final good or the final part shipment or the final item).

To exercise your right of cancellation, you must inform us

Robbe & Berking Silbermanufaktur seit 1874 GmbH & Co. KG

Zur Bleiche 47

24941 Flensburg, Germany

Telephone: 0461/903060

Fax: 0461/9030680

Email: info@robbeberking.de,

by means of a clear statement (e.g. a letter sent by post, fax or email etc.) regarding your decision to cancel this contract. You may use the Sample Cancellation Form attached; this is not mandatory, however.

To observe the cancellation period it shall be sufficient for you to send the notification of the exercising of the right of cancellation before the expiry of the cancellation period.

Consequences of cancellation

If you cancel this contract, we shall refund you all payments that we have received from you, including delivery costs (with the exception of the additional costs arising from the fact that you chose a type of delivery other than the reasonable standard delivery offered by us), immediately and no later than within 14 days of the date on which we received the notice of cancellation of this contract. For this repayment, we shall use the same method of payment that you used for the original transaction, unless explicitly agreed otherwise; under no circumstances will you be charged any fees for this repayment. We may withhold the repayment until we have received the goods

back or until you have provided proof that you have sent the goods back, whichever is the earlier.

You must send back or transfer the goods to us at the above address immediately and in all cases no later than 14 days from the date on which you notify us of the cancellation of this contract. This deadline shall be considered met if you send the goods before the expiry of the period of 14 days. We shall bear the costs of returning the goods.

You shall pay for any diminished value of the goods only if this diminished value is attributable to your handling of the goods in any way other than what is necessary to ascertain the quality, nature and functioning of these.

End of cancellation policy

II. Limitations/exclusion of the right of cancellation

According to § 312d para. 1 of the BGB [German Civil Code], there is no right of cancellation for the supply of goods which are not prefabricated and the production of which is determined by an individual choice or decision of the consumer or which are clearly tailored to the personal needs of the consumer.

Yours faithfully,

Robbe & Berking Silbermanufaktur seit 1874 GmbH & Co. KG