

Withdrawal Instructions and Model Withdrawal Form

Better Safe GmbH — as of July 2026

These instructions form part of your offer. As our offer was made in the course of a site visit at your location or by means of distance communication, you as a consumer have a statutory right of withdrawal, about which we inform you below. The German version of these instructions is authoritative.

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period is 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us

Better Safe GmbH, Tokiostraße 14/2/L, 1220 Vienna, Austria, telephone: +43 1 99 77 133, e-mail: office@bettersafe.at

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

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.

Effects 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 not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated to us your withdrawal from this contract, in comparison with the full coverage of the contract.

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To Better Safe GmbH, Tokiostraße 14/2/L, 1220 Vienna, Austria, e-mail: office@bettersafe.at

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

Ordered on (*) / received on (*): _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) *(only if this form is notified on paper)*: _____

Date: _____

(*) *Delete as appropriate.*

Early commencement of performance

Complete this declaration only if the work is to begin before the 14-day withdrawal period has expired.

☐ I expressly request that Better Safe begin performance of the ordered services before the 14-day withdrawal period has expired.

I am aware that, in the event of withdrawal, I shall pay a proportionate amount for the services already provided, and that my right of withdrawal expires once the service has been fully performed.

Place, date, signature: _____