The consumer may seek termination of a distance contract within 14 days from the contract signature or received date, without indicating a cause for termination. The notice period for unilateral contract termination is 14 days from the date of the consumer or a third party designated by the consumer takes possession of the goods, excluding the carrier. If the consumer has not received this form, the notice period for unilateral contract termination starts from the date this form was received and expires after one year and 14 days.

If the consumer unilaterally terminates the contract, Franck d.d. will refund the payment received from the consumer, including delivery charges, immediately and in no case later than within 14 days from the date of receipt of the notice of termination, except if another type of delivery has been selected other than the seller's most favourable mode of shipment. The refund will be made in the same way the payment was made by the consumer.

If the consumer selects another refund payment method, no charges will apply. Franck d.d. can make a refund only after the goods have been returned or on receiving a proof that the goods received have been sent back.

The address for returns is Vodovodna 20 and goods should be sent back without delay and in any case no later than within 14 days from the date of the notice of termination. The consumer will be held liable for any loss of value of the goods caused by handling, other than the one necessary for determining the nature, properties and functionalities of the goods.

In order to exercise unilateral contract termination rights, the consumer must notify the merchant in writing by sending a notice of termination. The notice of termination has to be stored on a permanent media, include all data listed below and sent by e.g. mail or email.

NOTICE OF UNILATRAL CONTRACT TERMINATION:

For the attention of **Franck d.d.**, 10 000 Zagreb, Vodovodna 20.

I, _____ (name and surname), _____(address: town, street, house number) hereby state my decision to unilaterally terminate the Sale and Purchase Contract in respect of the following goods/service: _____ (name of the item) invoice/purchase order number _____ (document number) received on _____. (received date).

*The refund will be made using the same payment method the consumer used to make the payment, except in the case of Cash on Delivery sale, in which case a refund will be made to your current account.

Please, select one option:

a) I hereby request a refund to the account: _____ (in case of Cash on Delivery sale or via transaction account, please enter the following: IBAN, name and surname, address of the account holder and for card payments please specify the cardholder's name, surname and the address).

b) I want to replace the returned item with_____.

In _____ (town/location), on _____. (date).

_____
Signature