Withdrawal notice for services and work

Version: September 2026

Right of withdrawal

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

The withdrawal period is fourteen days from the day the contract is concluded.

To exercise your right of withdrawal, you must inform us

idea MEDIA Services GmbH (iM Group)
Dorfstr. 29b
15713 Königs Wusterhausen
Germany

Phone: 0336 250 893 80
Email: info@im-group.eu

of your decision to withdraw from this contract by means of a clear statement, for example a letter sent by post or an email.

You may use the attached model withdrawal form for this purpose, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your notice of exercising the right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we will refund all payments received from you without undue delay and at the latest within fourteen days from the day on which we received your notice of withdrawal.

For this refund we will generally use the same means of payment that you used for the original transaction, unless expressly agreed otherwise.

Start of the service during the withdrawal period

If you have expressly requested that **iM Group** begin the service or work before the end of the withdrawal period, you may, in the event of a later withdrawal, be required to pay a reasonable amount for the services already provided up to the time of withdrawal.

For contracts concluded away from business premises, this request must be made on a durable medium.

Early expiry of the right of withdrawal

In the case of a service contract for payment, the right of withdrawal only expires upon **complete performance of the service** if, before performance began, you expressly agreed that **iM Group** may begin the service before the end of the withdrawal period and confirmed that you are aware that you lose your right of withdrawal upon complete fulfilment of the contract.

Declaration on early start of performance

☐ I expressly request that **idea MEDIA Services GmbH (iM Group)** begin the commissioned service before the end of the fourteen-day withdrawal period.

☐ I confirm that I am aware that, in the event of withdrawal, I may have to pay compensation for the services already provided up to that point.

☐ I confirm that I am aware that my right of withdrawal may expire upon complete fulfilment of the contract by **iM Group** before the end of the withdrawal period, provided the statutory requirements are met.