Withdrawal notice for goods

Version: September 2026

Right of withdrawal

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

For a contract for the delivery of goods, the withdrawal period generally begins on the day on which you, or a third party named by you who is not the carrier, take possession of the goods. Special statutory rules apply to multiple goods, partial deliveries or individual items.

To exercise the right of withdrawal, send your clear statement of withdrawal to:

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

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

Consequences of withdrawal

If you withdraw from this contract, we will refund all payments received from you, including the cost of the cheapest standard delivery offered by us, at the latest within fourteen days after receipt of your withdrawal.

In the case of a consumer sale, we may withhold the refund until we have received the goods back or until you have provided proof that you have sent the goods, unless we have offered to collect the goods.

You must return or hand over the goods without undue delay and at the latest within fourteen days after declaring your withdrawal.

You bear the direct costs of returning the goods if you were properly informed of this before the contract was concluded.

You only have to pay for any loss in value if this is due to handling of the goods that was not necessary to check their nature, characteristics and functioning, and if the statutory information requirements were met.