Withdrawal notice for digital content

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. For contracts for digital content that is not supplied on a tangible medium, the withdrawal period generally begins when the contract is concluded.

To exercise your right of withdrawal, you must inform us

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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. However, use of the form 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.

You will not be charged any fees for this refund.

Digital content

This withdrawal notice applies to **digital content that is not supplied on a tangible medium**.

This may include in particular:

- software and apps,
- software licences and licence keys,
- downloads,
- digital files,
- digital media,
- other electronically provided content.

Early start of performance

If **iM Group** is to begin providing or performing the digital content before the end of the fourteen-day withdrawal period, a contract for payment requires the **express consent of the consumer**.

In addition, the consumer must confirm that they are aware that by giving consent they **lose their right of**

withdrawal once performance of the contract begins. iM Group will also provide the consumer with the legally required confirmation of the contract.

Early expiry of the right of withdrawal

In the case of a contract for the supply of digital content that is not supplied on a tangible medium and for which the consumer pays a price, the right of withdrawal expires before the end of the fourteen-day withdrawal period if

- **iM Group has begun performance of the contract**,
- the consumer has expressly agreed that iM Group may begin performance of the contract before the end of the withdrawal period,
- the consumer has confirmed that they are aware that they thereby **lose their right of withdrawal once performance of the contract begins**, and
- iM Group has provided the consumer with the legally required confirmation of the contract.

For digital content for which the consumer does not have to pay a price, the right of withdrawal may already expire when performance of the contract begins.