Withdrawal notice for digital services, hosting and online services

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 begins on the day the contract is concluded.

This notice is intended in particular for:

hosting, server, cloud and online services, email services, ongoing software or platform services, support, monitoring, administration and other digital services.

Start of the service during the withdrawal period

If you expressly request that **iM Group** begin the service before the end of the withdrawal period, the service may be started accordingly.

If you subsequently withdraw from the contract within the withdrawal period, reasonable compensation may be owed for the services provided up to that point, provided the statutory requirements are met.

Early expiry

In the case of a digital service for payment, the right of withdrawal does not already expire with the mere start of the service.

It may expire upon **complete performance of the service** if, before performance began, you expressly agreed and confirmed that you are aware that you lose your right of withdrawal upon complete fulfilment.

For ongoing hosting or comparable continuing services, the mere start of the service therefore generally does not lead to an immediate loss of the right of withdrawal.

Declaration on early start of performance

☐ I expressly request that **idea MEDIA Services GmbH (iM Group)** begin the commissioned digital service before the end of the 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**, provided the statutory requirements are met.