# INFORMATION SHEET ON EXERCISING THE CONSUMER'S (BUYER'S) RIGHT OF WITHDRAWAL

# Right of withdrawal

# In the case of the sale of products via the website of the provider, the right of withdrawal from a distance contract applies as set out below.

# The buyer (consumer) has the right to withdraw from this contract within 14 days without giving any reason.

# The withdrawal period expires in the case of the purchase of products within 14 days of the date on which the buyer acquires physical possession of the products or a third party other than the carrier, appointed for this purpose by the buyer, acquires physical possession of the products on the buyer's behalf; and in the case of a contract for the provision of services within 14 days of the date on which the contract is concluded.

# In order to exercise the right of withdrawal, the Buyer must inform the Supplier of his decision to withdraw from this Contract by an unequivocal statement (e.g. by letter sent by post or e-mail). For this purpose, the Buyer may optionally use the attached model withdrawal form.

# Information about the provider:

# RTC Žičnice, Kranjska Gora, d.o.o.

# Borovška 103a

# 4280 Kranjska Gora

# E-mail: info@kr-gora.si

# In order for the withdrawal period to be respected, it is sufficient that the notification concerning the exercise of the consumer's right of withdrawal is sent before the expiry of the withdrawal period from this contract.

# The Buyer may also fill in and submit electronically a model withdrawal form or any other unambiguous statement on the Seller's website [https://ski-kranjska-gora.com]. If the Buyer chooses this option, the Seller shall (for example by e-mail) send the Buyer an acknowledgement of receipt of such withdrawal form on a durable medium (e-mail) without delay.

# Effects of withdrawal

# If the Buyer withdraws from this Contract, the Provider shall reimburse the Buyer for all payments received, including delivery costs (except for additional costs due to the choice of a type of delivery other than the most cost-effective standard form of delivery offered by the Provider), without undue delay and in any event no later than 14 days from the date of receipt of the notice of withdrawal from this Contract. Such reimbursement shall be made by the Provider using the same means of payment as was used for the original transaction, unless otherwise expressly agreed; in any event, the Buyer shall not bear any costs as a result of such reimbursement.

# If the Buyer has already received the Products in connection with the Contract, the Provider shall withhold payment until it has received the returned Products or until the Buyer has sent proof that it has sent the Products back, whichever is the earlier. The Buyer shall return the Products to the Provider without undue delay and in any event no later than 14 days from the date on which the Buyer notified the Provider of its withdrawal from the Contract. The deadline shall be observed if the Buyer sends the Products back before the expiry of the 14-day period. The Buyer shall bear the direct costs of returning the Products. The Buyer shall only be liable for the diminished value of the Products due to handling of the Products which is not strictly necessary to determine its nature, characteristics and performance.

# A MODEL WITHDRAWAL FORM:

# Withdrawal - Online Purchase

# Please complete this form if you wish to withdraw from a purchase/contract.

# The buyer (consumer) has the right to withdraw from this contract within 14 days without giving any reason.

# The withdrawal period expires, in the case of a purchase of products, within 14 days from the date on which the physical possession of the products is acquired by the buyer or by a third party other than the carrier appointed by the buyer for this purpose in place of the buyer; and, in the case of a contract for the provision of services, within 14 days from the date of conclusion of the contract.

# If the goods have already been received by the Buyer and the Buyer withdraws from the contract, the Buyer shall return or hand over the goods to the Supplier immediately or at the latest within 14 days of the date on which the notice of withdrawal is given to the Supplier. Please be informed that the direct costs of returning the goods shall be borne by the Buyer.

# Please send the products and the completed form to the address of the provider:

# RTC Žičnice, Kranjska Gora, d.o.o.

# Borovška 103a

# 4280 Kranjska Gora

# E-mail: info@kr-gora.si

# I hereby give you notice that I withdraw from the contract for the following products (items):

# ............................................................................................................................................................

# ............................................................................................................................................................

# ............................................................................................................................................................

# Date of delivery of the product(s):...............................................................

# Date of order:............................................................

# Contract number (order number or invoice number):.......................................

# I hereby give you notice that I withdraw from the contract for the provision of this service:

# ............................................................................................................................................................

# ............................................................................................................................................................

# ............................................................................................................................................................

# Date of order:............................................................

# Contract number (order number or invoice number):.......................................

# Refund details:

# We will refund the purchase price received upon receipt of the products, using the same means of payment as you used at the time of purchase, unless you request another means of payment.

# Customer details:

# Name and surname:..............................................................................

# Address:...........................................................................................

# TRR number:.................................................................................

# Bank:............................................................................................

# To facilitate the processing of the return of the products, please attach an invoice to the products (this is not a condition for withdrawal from the contract).

# Date and signature:...........................................................................

# We will use the personal data you provide on this form for the purposes of information or communication in connection with the implementation of the refund in the event of withdrawal from the sales contract.

# We will not use your personal data for direct marketing purposes. We undertake not to transfer your personal data outside the EU or EEA. Further information on the protection of your personal data is available in our General Terms and Conditions of Business and Data Protection and General Terms and Conditions of Website Use and Data Protection, available at [https://ski-kranjska-gora.com].