

CANCELLATION POLICY

APPENDIX I



Right to cancel

You have the right to cancel this contract within fourteen days without stating any reasons.

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

To exercise the right to cancel, you must inform us (Lexika Übersetzungsbüro [Translation Agency], F.A.O. Ms. Maja Galler, Schröttergasse 8, A-8010 Graz, Austria, lexika@lexika.at) of your decision to cancel this contract by means of a clear statement (e.g. a letter sent by post or e-mail).

For this purpose, you may use the attached sample cancellation form, but this is not mandatory.

To comply with the cancellation period, it is sufficient to send the notification prior to the expiry of the cancellation period, advising us that the right of cancellation is exercised.

Consequences of cancellation

If you effectively cancel this contract, we are obliged to return all payments we have received from you, including delivery costs (except the additional costs incurred by your selection of a way of delivery which differs from the most economical standard delivery offered by us). Such return payment must be made immediately and no later than within fourteen days from the day on which we receive your notification that you are cancelling the contract. The repayment will be made by the same means of payment as the one used for the initial transaction, unless expressly agreed with you otherwise; in any event, you will not be charged any fees for such a repayment.

If you have requested that the services should commence during the cancellation period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the time at which you inform us of the exercise of the right of cancellation with regard to this contract compared to the total scope of the services provided for in the contract.

Exclusion or premature expiry of the right of cancellation

The right of cancellation expires prematurely if we have provided the service in full and we have only started to provide the service after you have given your express consent and at the same time confirmed your knowledge that you will lose your right of cancellation if we fulfil the contract in full.

SAMPLE CANCELLATION FORM

APPENDIX II



**If you wish to cancel the contract,
please complete this form and
send it back to us**

To:
Lexika Translation Agency
F.A.O. Ms. Maja Galler
Schröttergasse 8
A-8010 Graz, Austria
lexika@lexika.at:

I/we^(*) hereby revoke the contract concluded by me/us^(*) for the provision of the

following service: _____

Ordered on ^(*) /received on ^(*) _____

Name of the consumer(s) _____

Address of the consumer(s) _____

Signature of the consumer(s)
(only for notification on paper) _____

Date _____

^(*) Delete as appropriate

DECLARATION OF EXPRESS REQUEST FOR IMMEDIATE FULFILMENT OF THE CONTRACT IN ACCORDANCE WITH § 10 FAGG AND CONFIRMATION OF KNOWLEDGE OF THE LEGAL CONSEQUENCES



APPENDIX III

I, _____,

hereby expressly request that the performance of the service (e.g. translation)

(short description)

be commenced immediately, i.e. before the expiry of the period for cancellation of a contract concluded at a distance in accordance with Section 11 of the Austrian Distance and Off-Premises Contracts Act (FAGG), and that the translation be completed before the expiry of this period.

I acknowledge that I lose my right to cancel the contract as soon as the translation is completed before the cancellation period expires.

_____ , _____

(Place)

(date)

_____ , _____

(Name)

(Signature, only for notification on paper)