

## WITHDRAWAL FORM

This form may be filled in electronically and sent by e-mail to [info@valamar-experience.com](mailto:info@valamar-experience.com), in which case we will send you an acknowledgement of receipt of such a withdrawal by e-mail without delay. This form may also be sent by post to the address Valamar Riviera d.d. - For the Valamar Experience Concierge, Stancija Kaligari 1, Poreč. You may withdraw from this contract with an unequivocal statement expressing your intent to withdraw from the contract.

### CONSUMER:

\_\_\_\_\_ (full name, address)

\_\_\_\_\_ (e-mail, phone)

### TO:

Valamar Riviera d.d. - For Valamar Experience Concierge  
Poreč, Stancija Kaligari 1,  
PIN (OIB): 36201212847  
p / +385 52 408 102  
e-mail: [info@valamar-experience.com](mailto:info@valamar-experience.com)

I \_\_\_\_\_, hereby give notice that I withdraw from  
(full name)

my contract of sale of the following goods: \_\_\_\_\_

\_\_\_\_\_ (goods description)

ordered on \_\_\_\_\_, received on \_\_\_\_\_.

I will return the received goods within the legal deadline to the following address: Valamar Riviera d.d., \_\_\_\_\_, together with the received invoice.

In \_\_\_\_\_, on \_\_\_\_\_

\_\_\_\_\_  
(handwritten signature, only if the form is notified on paper)

### INSTRUCTIONS ON THE WITHDRAWAL PROCEDURE

You have the right to withdraw from this contract without giving any reason. To exercise the right of withdrawal from this contract, **you must inform us of your decision to withdraw from this contract before its expiration** with an unequivocal statement sent by post or e-mail, which must contain your name and surname, address, phone number or e-mail address, or you may use this withdrawal form.

**Withdrawal period:** The withdrawal period is **14 days** from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, possession of the goods that are the subject matter of the agreement.

**Return of goods:** You shall send back the goods or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. You have fulfilled your obligation if you send back or hand over the goods before the above period has expired.

**Costs of return of the goods:** You will have to bear the direct cost of returning the goods.

**Reimbursement of the amount paid:** We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods. We will carry out the reimbursement using the same means of payment as you used for the initial transaction.

**Consumer's liability for the diminished value of the goods:** You shall be responsible for any impairment of the goods resulting from the handling of the goods other than the handling necessary to determine the nature, characteristics and functionality of the goods. When the consumer diminishes the value of the goods by handling them, Valamar Riviera d.d. has the right to reduce the reimbursement in proportion.

### EXEMPTION FROM THE RIGHT OF WITHDRAWAL

You shall not have the right to unilaterally terminate the contract without giving a reason if:

- the subject of the contract is goods whose price depends on changes in the financial market that are beyond the influence of the trader and that may occur during the term of the consumer's right to the unilateral termination of the contract;
- the subject of the contract is perishable goods or goods that are rapidly expiring;
- the subject of the contract is goods sealed for health or hygiene reasons that are not suitable for return if they were unsealed after delivery;
- the subject of the contract is goods that, by nature, are inseparably mixed with other things after delivery.