



Frequencies for Your Life

Healy World GmbH terms and conditions



Terms and conditions of sale and delivery for commercial customers

§ 1 General – scope

- 1.1 These terms and conditions of sale and delivery shall apply only to deliveries to commercial customers. They shall apply exclusively and, in addition, to all future business relationships, even if they have not been explicitly agreed to once more. We shall not recognise any purchaser terms and conditions that contradict or vary from our terms and conditions of sale and delivery unless we have given our explicit, written acceptance of their validity. Our terms and conditions of sale and delivery shall even apply if we make a delivery to the purchaser without reservation despite knowledge of that purchaser's contradictory terms and conditions or terms and conditions that vary from our terms and conditions of sale and delivery.
- 1.2 Separate terms and conditions shall apply to services rendered (including, but not limited to, training and seminars).
- 1.3 There shall be no ancillary agreements of an oral nature.
- 1.4 Contracts shall only take effect once we have issued a written order confirmation or made immediate delivery. When paying by PayPal, 'Sofort' instant bank transfer or ordinary bank transfer, contracts shall also take effect as soon as the relevant payment service provider or financial institution has confirmed the payment order. A condition for the validity of contracts originating from our online shop shall always be completion of the order process by sending us the order.
- 1.5 The qualities set out in the order specifications (i.e. the order confirmation) shall comprehensively and conclusively determine the characteristics of the object delivered.
- 1.6 The statements we make in connection to this contract (e.g. order specifications/confirmation etc.) shall not provide any warranty in instances of doubt. In such instances of doubt, only express, written undertakings from us to provide a warranty shall be effective.
- 1.7 Orders may be changed only in exceptional situations and, in such situations, only if production has not yet commenced. Any costs for changes desired by the purchaser shall be incurred at the purchaser's expense.

§ 2 Quotation – quotation documents

- 2.1 All quotations shall be non-binding unless otherwise agreed.
- 2.2 Drawings, illustrations, dimensions, weights and other order data shall be binding only if explicitly agreed in writing.

§ 3 Prices – terms of payment

- 3.1 Unless otherwise provided in the order confirmation or through another arrangement, our prices shall be ex works, inclusive of packaging, exclusive of delivery charges.
- 3.2 We shall accept only the following payment methods from commercial customers making their first order: cash in advance, PayPal and cash on delivery. We shall also accept payment on account as of a commercial customer's second order.
- 3.3 When paying by ordinary bank transfer, we shall deliver goods after receiving payment. When customers order from our online shop, we shall provide them our bank account details when ordering and with their order confirmation.
- 3.4 Our prices shall include the statutory value added tax; it shall be charged at the statutory rate for the invoice date and listed separately on our invoice.
- 3.5 Unless otherwise provided in the order confirmation or through another, separate arrangement, the net purchase price shall be due for prior payment in full. Should the purchaser default on payment, we shall be entitled to charge penalty interest at a rate eight percent above the relevant base annual percentage rate. If, in such situations, we are able to demonstrate greater losses as a result of this default, we shall also be entitled to claim compensation for them.
- 3.6 Customers shall only be entitled to offset charges from us if their counterclaims have been upheld by a court, are undisputed or have been recognised by us. Customers shall furthermore be entitled to exercise a right of retention where their counterclaim pertains to the same legal relationship.

§ 4 Delivery time

- 4.1 Delivery time shall only be counted from the time at which any technical questions have been settled.
- 4.2 We shall guarantee timely procurement of the delivery object only where we receive the delivery object or the supplies required for it on time. However, we shall immediately inform the purchaser of any unavailability or unpunctual availability of the delivery object or supplies for it. The purchaser shall carry the burden of proof for any liability of ours for a breach of obligation in connection to procurement of the delivery object.
- 4.3 Our satisfaction of our delivery obligation shall require the timely and due satisfaction of the purchaser's obligations. We shall reserve the right to withhold performance until these obligations are fulfilled.

4.4 If there is a delay in the purchaser's acceptance of the goods or if the purchaser breaches other cooperation obligations, we shall be entitled to obtain compensation for the resultant damages, including for any additional expenses. We shall reserve the right to exercise further claims.

- 4.5 If, in the event of such a delay, the purchaser fails to satisfy our written request for acceptance of the delivery within a reasonable period of time, we shall be entitled to refuse fulfilment of the contract and obtain compensation for non-fulfilment. In this case, we shall be entitled to obtain from the purchaser our choice of lump sum compensation of 20 percent of the agreed gross purchase price, unless the purchaser can prove that our actual loss was less, or compensation of the effective loss incurred.
- 4.6 In the circumstances described in Section 4.4, the risk of accidental loss or deterioration of the purchased object shall be transferred to the purchaser at the time it misses the agreed acceptance or payment dates.
- 4.7 Deliveries of part of the order shall be allowed.
- 4.8 In the event of a strike impacting delivery times, or force majeure or another event (over which we have no influence), and delivery is delayed as a result, the delivery date shall be postponed accordingly. Any other remaining obligations under the order contract shall not be affected thereby.

§ 5 Terms of transport for the goods – passage of risk

- 5.1 Where we do not ourselves organise transport for the goods, all consignments shall be sent at the purchaser's risk; the latter shall also be responsible for insuring the goods. Risk shall pass at the time we transfer the goods to the transport contractor or purchaser.
- 5.2 Compensation for obvious damages sustained during transport shall be immediately sought in writing from the delivering transport contractor when accepting the goods; hidden damages within seven days of discovery.
- 5.3 Where we organise the goods' transport, we reserve the right to choose the route and method of transport.

§ 6 Warranty and liability for other defects

- 6.1 We shall only provide warranties through arrangements that are specific to individual contracts.
- 6.2 Section 377 of the German Commercial Code ('Handelsgesetzbuch', HGB) provides an obligation for purchasers to inspect the goods and, where relevant, give notice of any defects; this obligation shall also apply if customers are purchasers as defined in Section 14 of the German Civil Code ('Bürgerliches Gesetzbuch', BGB) and the order forms part of their activity for their trade or sole proprietorship.
- 6.3. The statutory warranty period for new goods shall be limited to one year, except for compensation claims pursuant to Section 7 of these terms and conditions.
- 6.4. Warranties are ruled out altogether for used goods, except for compensation claims pursuant to Section 7 of these terms and conditions.

Furthermore, complaints shall not be considered if the goods are second quality or special items and the goods' usability is not impacted considerably. Defects that have been recognised at purchase may not be used as grounds for complaints. Complaints based on impairments that are unavoidable given the current state of technology, such as colour variations or structural irregularities with real wood veneer or leather, shall not be seen as defects as their cause is not dependent on the material or manufacture. The same shall apply to minor deviations in quality, weight, size, thickness, width, equipment, pattern and colour where such variations are permitted under the valid norm.

- 6.5 Where the purchased object has a defect for which we are liable, the purchaser shall – in contrast to Section 439(1) BGB – be entitled to either a repair or replacement, the choice between which we shall make. The purchaser shall pay the expenses necessary for this remedy if they are increased due to the delivered object being moved to a location other than the purchaser's principal place of business unless such relocation is in keeping with the object's intended use.
- 6.6 Should repair or replacement still fail after two attempts, the purchaser shall be entitled to choose either to cancel the contract or obtain a corresponding discount of the purchase price. Any further purchaser entitlements shall be ruled out. This shall include any purchaser claims for compensation.
- 6.7 Where the purchaser exercises its rights under the redress provisions of Sections 478 and 479 BGB, we shall rule out liability for compensation as far as legally permissible.

§ 7 Liability

- 7.1 We shall have unlimited liability, in line with statutory provisions, for injury to life, limb and health resulting from a breach of obligation caused by the negligence or intent of us,

our legal representatives or our agents and for losses falling within the scope of liability provided in the German Product Liability Act ('Produkthaftungsgesetz', ProdHaftG). Statutory provisions shall govern our liability for losses that do not fall within the scope of the preceding sentence and that result from breach of contract through the intent or gross negligence of us, our legal representatives or our agents. In these cases, however, our liability shall be limited to compensation for losses that are foreseeable and typical unless we, our legal representatives or our agents have acted with intent. Where we have provided a warranty for the quality of the goods or parts thereof, we shall also have liability to the extent of that warranty. However, for damage that results from the absence of the warranted quality, though not sustained by the goods directly, we shall only be liable if the risk of such damage is discernibly included under our warranty for the goods' quality.

- 7.2 We shall also have liability for losses caused by ordinary negligence, provided this negligence concerns the breach of such contractual obligations that are, in the purchaser's objective view, important for the satisfaction of core contractual obligations and whose non-satisfaction impacts the order outcome more than just inconsiderably. However, we shall only have liability as far as the losses are typically connected to the contract and foreseeable.
- 7.3 Further liability shall be ruled out regardless of the legal nature of the claim put forward; in particular, this shall also apply to tort claims and claims for compensation for fruitless expenditure instead of the object agreed in the contract.
- 7.4 Where our liability is limited or ruled out, this limitation shall also apply to the personal liability of our employees, workers, personnel, representatives and agents.

§ 8 Cancellation of contract

We shall be entitled to cancel the contract at any time without warning if the purchaser's financial situation has worsened materially and consequently threatens the purchaser's satisfaction of its obligations. These conditions shall be considered met, for example, if the purchaser ceases payment, is subject to enforcement measures due to payment demands, is subject to protested bills or cheques or becomes insolvent and relevant proceedings are requested or commenced for its remaining assets. We shall enjoy these rights even if we were unaware of these conditions being present at the time the contract was concluded.

§ 9 No right of cancellation for the purchaser

Commercial customers not purchasing products for their own personal use shall not enjoy a right to cancel the contract. Only consumers as defined in Section 13 BGB shall enjoy this right.

§ 10 Retention of title

- 10.1 Title to the purchased object shall remain vested in us until we have received all payments owed through our business relationship.
- 10.2 The purchaser shall be obliged to handle the purchased object with care. In particular, the purchaser shall be required to insure the purchased object at its own expense for sufficient coverage of fire and water damage and theft at replacement value.
- 10.3 In case of seizure or other interference with the purchased object, the purchaser shall immediately notify us in writing so that we may file a complaint pursuant to Section 771 of the German Code of Civil Procedure ('Zivilprozessordnung', ZPO). If the third party is unable to reimburse the judicial and other legal costs associated with a lawsuit under Section 771 ZPO, we shall hold the purchaser liable for the loss incurred.
- 10.4 The purchaser shall be entitled to resell the purchased object as part of its ordinary course of business; however, it shall hereby assign to us all receivables that it accrues from its customers or third parties up to the value of the final invoice amount (including value added tax) of our receivables, regardless of whether the purchased object is resold after or without further processing. The purchaser shall remain empowered to collect these receivables even after assignment. Our authority to collect the receivables ourselves shall not be affected thereby. However, we shall undertake not to collect these receivables as long as the purchaser satisfies its payment obligations from the income received, the purchaser does not default on payment and, in particular, there is no request for the opening of insolvency proceedings or a cessation of payments. Should this, however, become the case, we may then force the purchaser to provide us details of the debtors' receivables assigned to us, provide us all details required for collection thereof, provide us all associated documents and inform the debtors (the third parties) of the assignment.



- 10.5 Any processing or transformation of the purchased object carried out by the purchaser shall always be on our behalf. Where the purchased object is mixed with other objects not belonging to us, we shall acquire an interest in the new object corresponding to the proportion of the purchased object's value (final invoice amount including value added tax) to that of the other processed objects at the time of mixture. The same terms and conditions shall apply to the object created through such processing as those for the purchased object subject to retention of title.
- 10.6 To secure our receivables from the purchaser, the purchaser shall also assign to us the receivables it accrues from third parties by combining the purchased object with real estate.

§ 11 Governing law

Contractual relationships governed by these terms and conditions of sale and delivery shall be subject to the laws of the Federal Republic of Germany; the provisions of the 11 April 1980 United Nations Convention on Contracts for the International Sale of Goods shall not apply.

§ 12 Legal venue – place of fulfilment

- 12.1 The court for our principal place of business shall have jurisdiction for any disputes arising out of this contract relationship where the purchaser is a merchant or legal

entity under public law, including one with access to special public funds. However, we shall also reserve the right to take legal action against the purchaser at the court for its place of residence or business.

- 12.2 The place of fulfilment for any disputes arising out of this contract shall be our principal place of business where the customer is a merchant or legal entity under public law and the order confirmation does not provide otherwise.

§ 13 Severability

Should individual provisions of this contract not be legally valid or lose their legal validity in subsequently arising circumstances, or should a gap be revealed in this contract, the legal validity of the contract's remaining provisions shall not be affected thereby. An appropriate provision that most closely approximates what the parties would have intended had they considered this situation shall apply in the place of the invalid contractual provision or to fill the gap.

§ 14 Temporal application

The above terms and conditions of sale and delivery shall be effective as of 1 December 2018.

Healy World GmbH terms and conditions for system purchases

§ 1 Scope of these terms and conditions

- 1.1 These terms and conditions shall apply to Healy devices consisting of hardware and software.
- 1.2 Consumers shall additionally be subject to our Terms and Conditions for Consumers.
- 1.3 Commercial customers shall additionally be subject to our Terms and Conditions of Sale and Delivery.

§ 2 Subject matter of the contract

- 2.1 (System) The customer shall acquire by purchase the devices specified in the schedule of services, including with software; the applications specified in the schedule of services and the associated system documentation (for all system components) based on the terms and conditions of this contract. The schedule of services shall form part of the contract.
- 2.2 (Transfer of goods, permission to use) The hardware shall be transferred to the customer's possession. The customer shall be granted a non-exclusive right to use the software without time limits. When transferring the hardware to third parties, the right to use the software shall follow the right to the hardware. The customer shall be required to inform the third party of the customer providing Healy World GmbH with evidence of the legal transfer of property (including the serial number and details of the transferrer) and shall cooperate with this. In this case, the customer shall, at the same time as this transfer, physically erase all remaining program copies that it still maintains after transferring the property to the third party.
- 2.3 (Extent of customer rights) Reversing the contract by cancelling it shall also affect the entire contract if breaches of performance or the provider's breach of contract concern only one system component yet limit or negate overall use of the system.

§ 3 Delivery, transport charges, provider delay

- 3.1 (Transport charges) The customer shall pay charges for transport from the provider's location.
- 3.2 (Time of delivery) A delivery time shall be specified by the parties in the schedule of services.

- 3.3 (Customer rights in case of delay) After the provider is delayed for longer than a specific time specified in the schedule of services, the customer shall be entitled to cancel the part of the contract for the devices or programs which the provider is delayed in delivering. In this case, the customer shall be entitled, though not required, to reverse the entire contract in accordance with Section 2.3. The customer's compensation claims shall not be affected thereby.

§ 4 Extent of usage permission

- 4.1 (System-related use) The customer shall be entitled to non-exclusive use of the software provided to it on a system of the type specified in detail in the schedule of services and to use of the associated program description/user documentation.
- 4.2 (Duplication permission) The customer shall be allowed to duplicate the provided programs in a machine-readable or printed form only to the extent corresponding with the program's intended use. This shall include loading original data carriers and installation on storage media, in primary memory/random access memory and in temporary storage memory such as caches, provided this is associated with usage and technically necessary. One copy may be created on a storage medium for back-up purposes.
- 4.3 (Simultaneous use) Simultaneous use of the software and its programs on multiple systems and/or on a network shall only be allowed with the prior permission of the provider.
- 4.4 (Modification permission) The customer shall be permitted to modify the program code only to the extent necessary for fixing errors. The customer shall pay all expenses associated with such modifications. During the warranty period, the customer shall organise such modifications in coordination with the provider so that the latter may have an opportunity to fix the error(s) itself.
- 4.5 (Decompilation) Decompilation of the software shall be permitted only if the provider does not share the information required to establish interoperability despite being requested to do so.

§ 5 Warranty alongside maintenance obligations

Should the provider assume a maintenance obligation, the only activity requiring compensation during the period of the warranty obligation shall be that which is not covered by the warranty.

§ 6 Purchase price

- 6.1 (Specification, terms of payment) The purchase price – including its amount and the terms of its payment, such as its due date – shall be specified by the parties in the schedule of services.
- 6.2 (Ancillary services) Unless otherwise noted in the schedule of services, all agreed ancillary services shall also be deemed paid with the purchase price set out in Section 6.1.
- 6.3 (Right of use) The customer shall not be authorised to transfer to third parties the right it has been granted for use of the software until full payment has been made. Copies produced by the customer may not be resold.

§ 7 Third-party industrial property rights

- 7.1 (Indemnification) The provider shall indemnify the customer and hold the customer harmless against all third-party claims against the customer that arise from violation of those third parties' industrial property rights in respect of the hardware and/or associated software.
- 7.2 (Modifications) The provider shall be entitled and required to perform, at its own expense and on the customer's premises, modifications required due to third-party claims based on industrial property rights. The customer shall grant us use for these purposes.

§ 8 Effective date

The above terms and conditions for system purchases shall be effective as of 1 December 2018.

Healy World GmbH terms and conditions for Healy module purchases or cloud service use

§ 1 Scope of these terms and conditions

- 1.1 These terms and conditions shall apply to all modules (software) and cloud services.
- 1.2 Consumers shall additionally be subject to our Terms and Conditions for Consumers.
- 1.3 Commercial customers shall additionally be subject to our Terms and Conditions of Sale and Delivery.

§ 2. Subject matter of the contract

- 2.1 (Right to use modules) The provider shall transfer to the customer an otherwise untransferable, non-exclusive right to use the modules listed in the schedule of services, including any additional programs and the material associated with each, for an unlimited period of time and for the duration of their commercial service life.
- 2.2 (Right to use cloud services) The provider shall transfer to the customer an otherwise untransferable, non-exclusive right to use the cloud services listed in the schedule of services for the period of time specified at purchase.

§ 3. Delivery, transport charges

- 3.1 (Delivery) For each module, the provider shall deliver to the customer a copy in a machine-readable format.
- 3.2 (User documentation) The provider shall deliver the documentation associated with each module.
- 3.3 (Transport charges) Such charges shall not be payable. The customer shall receive the contracted service via electronic activation.

§ 4. Extent of usage permission

Section 4 of our Terms and Conditions for System Purchases shall apply here to the same extent.

§ 5. Warranty

The provider shall not warrant that the provided software and cloud services meet the customer's own special requirements except if the customer is a consumer. The same shall apply to errors caused by third-party hardware or software or other third-party influences, such as damage incurred through imported malware (viruses for example).

6. Title to and industrial property rights for software

- 6.1 (Title to software) Title to the software provided to the customer, including all documentation, shall remain vested in the provider.
- 6.2 (Rights to software) The provider shall remain the holder of all rights to the modules provided to the customer, including the associated material, even if the customer modifies them or combines them with its own or third-party programs. The customer shall include a corresponding copyright notice for such modifications or combinations and when producing copies.
- 6.3 (No separate resale) The customer shall not be entitled to resell to third parties the modules or cloud services underpinning this contract without transferring to the third party title to the entire Healy system (including hardware).

§ 7. Usage/licence fee

The customer shall be required to pay a one-time licence fee.

§ 8. Access to cloud services, charges

- 8.1 (Access) The provider shall grant the customer access to the cloud services provided by the provider.
- 8.2 (Cloud service) The provider shall grant the customer access to cloud services, free of charge, from the time at which the contract is concluded and for the duration specified at purchase. Once the time specified in the previous sentence elapses, the provider shall offer its customers cloud access on the terms set out in the price list.

§ 9. Customer obligations

- 9.1 The customer may not make the provided modules and cloud services and associated documentation available to third parties, whether in whole or in part.
- 9.2 The customer may in no way modify the provider's markings, copyright notices or ownership information in the modules and associated documentation.

Healy World GmbH terms and conditions for consumers

The following terms and conditions together provide some legal information about your rights under legislation for contracts concluded for remote and electronic transactions.

§ 1. Scope

These terms and conditions shall apply to all deliveries made by Healy World GmbH to consumers (as defined in Section 13 of the German Civil Code ['Bürgerliches Gesetzbuch', BGB]). If you purchase our products as a commercial customer (e.g. as a doctor or practitioner of alternative medicine) and not for personal use, these terms and conditions shall not apply to you. We have separate terms and conditions that shall apply to services rendered (including, but not limited to, training and seminars).

§ 2. Contract counterparty

You shall enter into a contract with Healy World GmbH. You can contact us if you have questions, complaints or concerns on weekdays from 10.00 a.m. to 4 p.m. by calling +49 (0)3391 4002211 or emailing office@healy.de.

§ 3. Ancillary agreements

There shall be no ancillary agreements of an oral nature.

§ 4. Prices and delivery charges

- 4.1 The prices indicated on our price list shall include value added tax and other pricing components.
- 4.2 In addition, we shall charge for delivery separately to the prices indicated on our price list.
- 4.3 We shall accept only the following payment methods from customers making their first order: ordinary bank transfer, PayPal and cash on delivery. We shall also accept payment on account as of a customer's second order.
- 4.4 When paying by ordinary bank transfer, we shall deliver goods after receiving payment. When customers order from our online shop, we shall provide them our bank account details when ordering and with their order confirmation.

§ 5. Delivery

- 5.1 Information regarding delivery times shall be viewed as estimated delivery times.
- 5.2 Should the ordered product not be available for on-time delivery due to our supplier not providing it to us on time, we shall inform you without delay. In this case, you shall have the option to wait for the ordered product or cancel your order. Additional purchaser rights provided by law shall not be affected thereby. We shall immediately refund you any money already paid if you cancel your order.
- 5.3 In the event of a strike impacting delivery times, or force majeure or another event (over which we have no influence), and delivery is delayed as a result, the delivery date shall be postponed accordingly. Any other remaining obligations under the order contract shall not be affected thereby.

§ 6 Customer obligation to report defects

You must report obvious defects to us no later than two weeks after receiving the product, otherwise you will stand to lose the agreed/statutory warranty rights. It shall be sufficient that you merely send your report on time in order to meet your deadline for reporting obvious defects.

§ 7. Offsetting counterclaims and right of retention

- 7.1 You shall only enjoy a right of retention (i.e. a right to withhold performance of your obligations) if your counterclaims have been upheld by a court of law or recognised by us in writing.
- 7.2 You may only exercise a right of retention where your claims result from the same contractual relationship.

§ 8. Retention of title

Title to the goods shall remain vested in us until full payment is made.

§ 9. Cost of returning goods

If you are entitled to a statutory right per Sections 312g and 355 BGB to cancel the contract, you shall be informed of this

separately; the following provision shall additionally apply: you shall be required to pay the cost of return transport if the goods delivered match those ordered.

If you are not entitled to a statutory right per Sections 312g and 355 BGB to cancel the contract, you may not return or exchange the goods delivered if they match those ordered.

§ 10. Warranty, liability

- 10.1 Your statutory warranty rights shall apply for a warranty period of two years (pursuant to Section 438(2) BGB).
- 10.2 We shall not be held liable for breach of obligation through slight negligence where it does not concern injury to life, limb or health or warranties and where it does not provide grounds for a claim under the German Product Liability Act ('Produkthaftungsgesetz', ProdHaftG). However, we shall remain liable for any breach of an obligation whose fulfilment enables due performance of the contract in the first place and whose fulfilment the customer may normally rely on. The same shall apply to any breach of obligation by our agents. 10.3 Further liability shall be ruled out regardless of the legal nature of the claim put forward; in particular, this shall also apply to tort claims and claims for compensation for fruitless expenditure instead of the object agreed in the contract.

§ 11. Notice required under Section 36 VSBG

We are neither willing nor required to participate in a dispute resolution process conducted by a consumer affairs body.

§ 12. Effective date

The above terms and conditions shall be effective as of 1 December 2018.



The following information about returns applies only to consumers

Consumers enjoy a right to cancel their purchase contract based on the following provisions. A consumer is any individual who makes a legal transaction for purposes that cannot be attributed predominantly to commercial or self-employment-related activity.

Information about cancelling your contract and returning goods delivered

Right of contract cancellation

You have the right to cancel this contract within fourteen days without having to give reason. The deadline for cancelling your contract is the fourteenth day following the day on which you, or a third party nominated by you who is not the carrier of the goods, take possession of the goods. To utilise your right to cancel this purchase contract, you must contact us at: Healy World GmbH, Potsdamer Platz 1, 10785 Berlin, email: info@healy.de, fax: +49 (0)3391 4002299, phone: +49 (0)3391 4002211

You must provide a clear statement (e.g. a letter sent by post, a fax or an email) indicating your decision to cancel this contract. You may use the enclosed sample form to cancel your purchase contract, though it is not mandatory. To meet the deadline for cancelling your purchase contract, it is sufficient that you send your communication exercising your cancellation right before the deadline passes.

After contract cancellation

If you cancel this purchase contract, we must immediately refund you all payments that we have received from you, including for delivery charges (except for additional costs incurred by choosing a delivery method other than the standard, most economic delivery method offered by us), within fourteen days of us receiving your statement indicating your cancellation of this purchase contract. For this refund, we will use the same payment method used for the original transaction unless we have explicitly arranged something else with you; in no case will you be charged extra for this refund.

We may refuse to refund you until we have received the goods or you have provided evidence that you have sent back the goods, depending which comes earlier.

You must immediately send or give back the goods to us, and in any case within fourteen days of the day on which you inform us of your cancellation of this purchase contract. You will meet this deadline if you send off (i.e. dispatch) the goods before fourteen days pass. You are responsible for paying the direct costs for sending back the goods.

You will only have to pay for any potential loss in the goods' value if this loss of value is attributable to you handling the goods in a way that is unnecessary for inspecting the goods' state, characteristics and functionality.

End of information

Information about cancelling your contract for the provision of services

Right of contract cancellation

You have the right to cancel this contract within fourteen days without having to give reason. The contract cancellation deadline is the fourteenth day following the day on which you conclude this contract. To utilise your right to cancel this contract, you must contact us at: Healy World GmbH, Potsdamer Platz 1, 10785 Berlin, email: info@healy.de, fax: +49 (0)3391 4002299, phone: +49 (0)3391 4002211. You must provide a clear statement (e.g. a letter sent by post, a fax or an email) indicating your decision to cancel this contract. You may use the enclosed sample form to cancel your contract, though it is not mandatory. To meet the deadline for cancelling your contract, it

is sufficient that you send your communication exercising your cancellation right before the deadline passes.

After contract cancellation

If you cancel this contract, we must immediately refund you all payments that we have received from you, including for delivery charges (except for additional costs incurred by choosing a delivery method other than the standard, most economic delivery method offered by us), within fourteen days of us receiving your statement indicating your cancellation of this contract. For this refund, we will use the same payment method used for the original transaction unless we have explicitly arranged something else with you; in no case will you be charged extra for this refund.

If you have requested that the services commence before the cancellation deadline passes, you will have to pay a reasonable amount for the services provided up until the time you inform us of your utilisation of your cancellation right for this contract in proportion to the total scope of the services as specified in the contract.

End of information