



Cancellation & return process:

1. Declare cancellation

You may cancel the contract within 14 days of receiving the goods without giving a reason. Cancellation can be made informally by email to office@audi-klaus.at or using our cancellation form.

2. Prepare return shipment

After cancellation, please return the goods within 14 days at your own expense to the following address:

KFZ Draxlbauer GmbH
Einödstraße 35
AT-8600 Bruck an der Mur

3. Condition of goods

Please ensure that the goods are unused, complete, and in perfect condition. Original packaging, labels, etc. should be retained if possible.

4. Refund

After receiving and inspecting the return, we will refund all payments we have received from you, minus shipping costs, within 14 days using the original payment method.

Exclusion of the right of withdrawal

There is no right of withdrawal for:

- Downloadable products or digital content after the download has begun with express consent.



Important note on transport damage

Please note the following information for returns and in the event of transport damage:

Transport damage during returns:

The customer is liable for any damage caused during a return due to **insufficient packaging**.

In such cases, we reserve the right not to issue a refund, as the goods will not arrive back to us in their original condition.

✓ How to avoid problems with returns:

- Use the original packaging if possible.
- Ensure that the packaging is secure and shock-resistant, especially for fragile items.
- Keep the proof of shipment and, if applicable, a tracking number.

Returns – Liability & obligation to provide proof in case of loss

Please note:

Returns are made at the customer's own risk and expense, unless otherwise agreed (e.g., by providing a return label).

- **If a return shipment is lost in transit** and no proof of shipment (e.g., registered mail, tracking number) can be provided, the purchase amount **will not be refunded**.
- It is the customer's responsibility to send the return shipment **with proof of shipment and sufficient insurance**, especially for higher-value or fragile products.
- **Tip:** Use a shipping **service with tracking and keep the shipping receipt** carefully until the return process is complete.

Note for fast processing of returns

To enable us to **process your return as quickly as possible**, we ask you to do the following:

Pack the goods carefully and securely, ideally in the original packaging, to prevent damage during transport.

Please enclose the completed cancellation form.

➔ **The more complete the return is, the faster we can arrange the refund.**



You can find the cancellation form [here](#)

Alternatively, you can also notify us of your cancellation by email: office@audi-klaus.at



If you have any questions about the return process or your right of cancellation, you can contact us at any time at office@audi-klaus.at