

# **Cancellation Policy**

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## **Right of Withdrawal**

You have the right to withdraw from this contract within 14 days without providing reasons. The withdrawal period is 14 days starting on the date the contract was concluded.

In order to exercise your right of withdrawal, you need to inform me,

Mag. Sonja Dormann  
Leithastraße 18/3  
1200 Vienna  
office@pollytranslation.com  
+43 677 64011511,

with a clear statement (e.g. by email or letter sent by mail) about your decision to withdraw from this contract.

You may use the attached sample form (Annex I) for your statement of withdrawal, but you are not obliged to do so.

The timely dispatch of the withdrawal statement shall be deemed sufficient in order to comply with the withdrawal period.

## **Consequences of a Withdrawal**

If you withdraw from this contract, I will have to pay you back any payments I have received from you, including delivery charges (with the exception of additional costs incurred if you chose a different delivery type than the cheapest standard delivery offered by me), without delay and within 14 days at the latest from the day I received your statement of withdrawal from this contract. To pay you back, I will use the same means of payment you used for the original transaction, unless expressly agreed otherwise; under no circumstances will you be charged any fees for this reimbursement.

If you demanded that I start providing the service within the withdrawal period before informing me that you wish to withdraw from the contract, you will be required to pay me a pro-rata amount which corresponds to the portion of the service already provided up to the moment you inform me of your execution of your right of withdrawal, relative to the entire scope of the services mentioned in the contract.

### **Consequences of Starting Providing the Services before the End of the Withdrawal Period**

If you wish, I can immediately start executing your order (translation, proofreading) – i.e. before the end of the withdrawal period of the contract mentioned above. Please note that the following consequences apply in this case:

- If I start providing the service(s) but have not completed it (them) yet, you will have to pay me a pro-rata amount of the total amount that corresponds to the part of the order that has already been completed in relation to the entire order (e.g. if half of the text has been translated, you will have to pay me half of the total amount).
- As soon as I have completed the order within the withdrawal period, **you lose your right of withdrawal.**

You must expressly demand that I immediately start performing the service (translation, proofreading, etc.) and confirm that you have read and acknowledged the legal consequences mentioned above. Therefore, please sign the statement attached as Annex II and send the scanned document by email to [office@pollytranslation.com](mailto:office@pollytranslation.com).

## Annex I – Sample Form for Withdrawal

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If you wish to withdraw from the contract, please fill out this form and send it back to

Mag. Sonja Dormann  
Leithastraße 18/3  
1200 Vienna  
office@pollytranslation.com

I/We (\*) hereby give notice that I/we (\*) withdraw from my/our (\*) contract of 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 if this form is notified in writing):

\_\_\_\_\_

Date:

\_\_\_\_\_

(\*) Delete/strike as appropriate

**Annex II - Statement of express consent  
to the immediate performance of services pursuant to § 10  
FAGG  
and acknowledging the legal consequences**

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I, \_\_\_\_\_ [NAME], **hereby expressly demand** that the performance of the (translation/proofreading/other language-related) service

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[brief description of the subject matter of the contract]

shall begin immediately, i.e. **before the end of the withdrawal period** for distance or off-premises contracts pursuant to § 11 of the Austrian Distance and Off-Premises Contracts Act (FAGG), and that the service shall be completed before the end of this period.

I acknowledge that I **lose my right to withdraw from the contract** as soon as the translation/proofreading/other language-related service has been completed before the end of the withdrawal period.

\_\_\_\_\_ (place), \_\_\_\_\_ (date)

\_\_\_\_\_  
[NAME]