



## Right to Cancel

You have the right to cancel this contract within a period of fourteen (14) days without giving reasons. The cancellation period is fourteen (14) days from the day on which you or a third party appointed by you who is not the carrier have taken possession of the items (or, if you have ordered multiple items that were delivered separately: the final item).

According to Art. 18 para. 1 lit. 10 of the Austrian Act on Off-Premises and Distance Contracts, the customer shall have no right of rescission (right of withdrawal) regarding admission tickets for a specific date. Moreover, the customer's right of withdrawal shall lapse if the customer has redeemed the ticket before expiry of the withdrawal period.

To exercise your right to cancel, you must inform us of your decision to cancel this contract by sending us a clear declaration (e.g. a postal letter, fax or email). You may use the sample cancellation form below, but it is not required.

The cancellation period has been observed if you send the cancellation notice to the following address before the deadline expires.

ALBERTINA  
Albertinaplatz 1  
1010 Vienna, Austria  
T +43 (0)1 53483-0  
F +43 (0)1 53483-199  
E shop@albertina.at

## Sample Cancellation Form

If you wish to cancel your contract, please complete this form:

I hereby cancel the contract I concluded

Ordered on:

Customer name:

Customer address:

Date:

Customer signature (only for paper-based notices):



## Consequences of Cancellation

If the customer cancels the concluded contract, ALBERTINA must refund all payments that ALBERTINA received from the customer, including shipping costs (with the exception of additional costs arising from selection of a different delivery type than the least expensive standard delivery ALBERTINA offers) immediately and at the latest within fourteen (14) days following the day on which ALBERTINA received notice of cancellation of this contract. ALBERTINA will use the same method of payment for the refund that the customer used to pay for the original transaction, unless otherwise expressly agreed; under no circumstances will the customer be charged for this refund. ALBERTINA can refuse to provide a refund until ALBERTINA has received the items or the customer has provided proof that the items were returned, depending on which comes first.

The customer must send or return the items to ALBERTINA immediately and in any event at the latest within fourteen (14) days from the day that the customer notifies ALBERTINA of the cancellation of this contract. The period has been observed when the customer sends the items before the period of fourteen (14) days expires.

The customer is responsible for the direct cost of returning the items.