

Right of withdrawal for consumers

Provided that you are a consumer within the meaning of Sec. 13 German Civil Code ("**BGB**"), you have a 14-day right of withdrawal in the event of the conclusion of the contract. If, in addition, a different right of withdrawal applies to customers who are consumers, special information will be provided in this case. Consumer in the sense of Sec. 13 BGB is any natural person who enters into a legal transaction for purposes that can neither be predominantly attributed to their commercial nor to their self-employed professional activity. In the following you will be informed about your right of withdrawal:

Instruction on the right of withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

For contracts that have as their object the delivery of goods: The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

In all other cases: The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (CASIO Europe GmbH, Casio-Platz 1, D-22848 Norderstedt, Phone: +49 (0)40-528 65-0, Fax: +49 40 5286 901876, *E-Mail*: medical_solutions@casio.de) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

Furthermore, the following shall apply to contracts for the delivery of goods:

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. 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. The deadline is met if you send back the goods before the period of 14 days has expired. We will bear the cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Information on the expiry of the right of withdrawal:

Pursuant to Section 312g (2) BGB, a right of revocation does not exist, among other things, in contracts for the supply of goods that are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer, and in contracts for the supply of goods that can spoil quickly or whose expiration date would be exceeded quickly, and it expires for contracts for the delivery of sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery, and for contracts for the delivery of sound or video recordings or computer software in a sealed

package if the seal has been removed after delivery.

For the expiration of the right of withdrawal for goods with digital content and services applies:

In the case of services, the right of withdrawal shall expire prematurely if the service has been provided in full and the performance of the service has only begun after the user has given his express consent to this and at the same time confirmed his knowledge that he will lose his right of withdrawal upon complete fulfilment of the contract. The right of withdrawal shall expire prematurely in the case of contracts in connection with digital content if the execution of the contract has begun after the user has expressly agreed that the execution of the contract will begin before the expiration of the withdrawal period, and has confirmed his knowledge that he loses his right of withdrawal through his consent with the beginning of the execution of the contract.

In addition, the statutory exceptions pursuant to Sec. 312 g (2) BGB shall apply.

To exercise the right of withdrawal, you can use the following model withdrawal form, which is, however, not mandatory:

Model withdrawal form

(If you want to withdraw from the contract, please fill out this form and send it back to us)

- To CASIO Europe GmbH, Casio-Platz 1, D-22848 Norderstedt, Fax: +49 40 5286 901876, E-Mail: medical_solutions@casio.de
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service(*),
- Ordered on (*)/received on (*),
- Name of consumer(s),
- Address of consumer(s),
- Signature of consumer(s) (only if this form is notified on paper),
- Date

(*) Delete as appropriate