CONSUMER INFORMATION

Right of withdrawal for services

These documents apply only where you have a statutory right of withdrawal from a paid service contract concluded at a distance or off-premises. Statutory exceptions (section 312g BGB) remain unaffected. No additional contractual right of withdrawal is granted. A non-binding enquiry alone does not constitute a contract.

Fillable PDF: the input fields are located on pages 2 and 3.

01 PROVIDER

Panos Trans e.K. (trading name: PV Autotransporte)
Proprietor: Panagiotis Valatsadakos
Konrad-Dreher-Straße 13 · 80689 Munich

02 CONTACT

0172 8127134 · +49 160 3369294
service@pv-autotransporte.de
Available 24/7 for emergencies

01 Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the date on which the contract is concluded.

To exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by means of an unequivocal statement, for example a letter sent by post or an email. You may use the attached model withdrawal form, but its use is not mandatory.

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

02 Effects of withdrawal

If you withdraw from this contract, we shall reimburse all payments received from you, including delivery costs (except for additional costs resulting from your choice of a type of delivery other than the least expensive standard delivery offered by us), without undue delay and no later than fourteen days from the day on which we receive your notice of withdrawal. We will use the same means of payment for this reimbursement as you used for the original transaction, unless expressly agreed otherwise; in no event will you incur any fees as a result of this reimbursement.

If you requested that the service begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the time you inform us of your withdrawal, compared with the full scope of the services provided for in the contract.

03 Early expiry after full performance of the service

Where you have a right of withdrawal from a paid service contract, the general rule is that it expires early only upon full performance of the service, provided that, before performance began, you expressly consented to performance starting during the withdrawal period and acknowledged that your right would expire upon full performance of the contract by us. For off-premises contracts, you must also have communicated that consent on a durable medium before performance began. Merely starting the service does not cause the right of withdrawal to expire early. For expressly requested repair visits, the special rule in section 356(5), number 3 BGB applies: where a right of withdrawal exists, prior express consent to early commencement and, for off-premises contracts, communication of that consent on a durable medium suffice for expiry upon full performance; no additional acknowledgement of the loss of the right is required for this purpose.

Legal basis: sections 312d, 312g, 355, 356 and 357a BGB and Article 246a section 1 EGBGB.

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ANNEX TO THE WITHDRAWAL INFORMATION

Model withdrawal form

If you wish to withdraw from the contract, please complete this form and return it to Panos Trans e.K. (trading name: PV Autotransporte).

01 PROVIDER

Panos Trans e.K. (trading name: PV Autotransporte)
Proprietor: Panagiotis Valatsadakos
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04 MODEL WITHDRAWAL FORM

I/We hereby give notice that I/We withdraw from the contract concluded by me/us for the provision of the following service:

SERVICE / ORDER DETAILS

ORDERED ON / CONTRACT CONCLUDED ON

NAME OF CONSUMER(S)

ADDRESS OF CONSUMER(S)

DATE

SIGNATURE (ONLY IF SUBMITTED ON PAPER)

Note: This model is based on Annex 2 to Article 246a section 1(2), first sentence, number 1 EGBGB.

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OPTIONAL ADDITIONAL FORM FOR URGENT SERVICES

Express request for early commencement of service

This additional form is intended only for paid services with an existing statutory right of withdrawal where you expressly request commencement during the withdrawal period. Where a statutory exception applies (section 312g BGB), it does not create an additional right of withdrawal.

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05 EXPRESS REQUEST

- [ ] I expressly request that PV Autotransporte begin the agreed service before the fourteen-day withdrawal period expires.
- [ ] I understand that, if I withdraw, I may be required to pay a reasonable amount for services already provided up to the time of withdrawal.
- [ ] I understand that my right of withdrawal expires once the service has been fully performed, provided that the statutory requirements are met.

ORDER / SERVICE / VEHICLE

NAME OF CONSUMER

PLACE, DATE AND TIME

SIGNATURE / DOCUMENTED ELECTRONIC CONFIRMATION

Process note: Where section 312f BGB applies, confirmation of a distance contract must be provided on a durable medium within a reasonable time after conclusion, at the latest before the service begins. For off-premises contracts, a contract copy or confirmation must be provided promptly on paper or, with the consumer's consent, on another durable medium. Required consumer declarations concerning early commencement must be obtained before performance begins; retaining a traceable record is recommended.

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