

• CONSUMER INFORMATION

# Right of withdrawal for services

This information applies to consumer contracts concluded exclusively by means of distance communication (for example telephone, email, WhatsApp or an online enquiry) or away from business premises.  
A non-binding enquiry alone does not constitute a contract.

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

## 01 PROVIDER

PV Autotransporte  
Owner: 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

For a contract that obliges you to pay a price, the right of withdrawal expires upon full performance of the service only if, before performance begins, you expressly consented to our commencing performance before the withdrawal period expired and at the same time acknowledged that your right of withdrawal would expire upon full performance of the contract.

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

• ANNEX TO THE WITHDRAWAL INFORMATION

# Model withdrawal form

If you wish to withdraw from the contract, please complete this form and return it to PV Autotransporte.

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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.

• OPTIONAL ADDITIONAL FORM FOR URGENT SERVICES

# Express request for early commencement of service

This additional form is intended in particular for urgent towing, roadside assistance and transport orders where, at the consumer's request, the service is to begin before the fourteen-day withdrawal period expires.

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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

Internal process note: for telephone or electronic orders, the consumer's consent should be documented on a durable medium and sent to the consumer together with the contract confirmation.