

**Address of company:**

Peter Mathis Photographs KG, Weizeneggerstr. 8, 6845 Hohenems, Austria  
Commercial Register: FN 220557 z, Responsible Court: Landesgericht 6800 Feldkirch  
European VAT No: ATU 52796504

**Your contact person:** Ms. Gudrun Fenkart

P: +43-(0)5576-75083 – E-Mail: [office@mathis-photographs.com](mailto:office@mathis-photographs.com)

(The functional conditions of the telecommunication regulations of the client are applicable.)

**13. Right to withdrawal and instructions:** Customers, who are the users in their respective residential countries in accordance with Austrian consumer protection acts or similar laws, can withdraw from the concluded contract, within 14 calendar days after receiving the delivery of ordered goods (for a contract clarification, issued in distance selling).

It is sufficient when a cancellation is sent as an informal letter within the schedule without specifying the reasons. Saturdays, Sundays and holidays are included while calculating the schedules.

In case of withdrawals, a refund of purchase prices including dispatch costs will be viable stepwise against the return of the goods, received by the purchaser.

The goods should be returned in unused and re-saleable condition and in the original packaging. Damages due to defective packaging, improper use or handling, which are found during the checking of properties and functionalities, are to be borne by the customer. By the term, checking of properties and functionalities, we mean the testing and sampling of the respective goods, as possible and accepted in the country specific business.

Books, which shows the wear and tear or damages as a result of improper handling, will not be taken back.

Incorrectly bound or printed books can be exchanged for free copies.

Please mark the faulty positions by using appropriate paper marks.

**Cancellation and returns:** are to be directed to:

Peter Mathis Photographs KG, Weizeneggerstr. 8, 6845 Hohenems, Austria

Your contact person: Ms. Gudrun Fenkart

E-Mail: [office@mathis-photographs.com](mailto:office@mathis-photographs.com)

**14. Costs of return:** The costs of direct returns are borne by the retailer unless it concerns incorrectly bound or printed books. Returns are possible only in the original packing and as a sufficiently franked package dispatch. Please cancel the package document / return note for subsequent investigations.

If the goods are to be returned on a charged basis, we are authorised to deduct a corresponding amount or to invoice the same.

November 2024 – Extract from the Terms and Conditions of Trade.

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