



Effective Date: 27.02.2024

Version: 2024.1

## ANNEX: CONSUMER INFORMATION, INFORMATION CONCERNING THE RIGHT OF WITHDRAWAL

- **Contract Conclusion:** The presentation of Our Services on our Website is for information purposes only and does not constitute a binding offer to conclude a contract. You make a binding offer to Us when You click the "Buy Now" button in the Online Programme booking process. If We accept this offer, You will receive a booking confirmation by email. Upon Your receipt of Our acceptance, the contract is concluded between You and Us.
- **Contract Language:** The contract language is English.
- **Price Information:** Prices stated on Our Website (excluding business customer specific forms) or in any promotional material or communication to/with consumers already include applicable German VAT.
- **Data Processing:** Any personal data You submit is processed in full compliance with applicable data protection laws and our Privacy Notice <https://growing-excellence.tech/privacy-notice>.
- **Right of Withdrawal:** As a Consumer, You have the right to withdraw from the contract within 14 days of contract conclusion in accordance with the following instructions on the right of withdrawal for consumers:

### INFORMATION CONCERNING THE RIGHT OF WITHDRAWAL FOR CONSUMERS

(Note that the right of withdrawal does not apply if You conclude the contract as a business customer.)

#### Right of Withdrawal

Consumers have the right to withdraw from the contact within 14 days.

#### Note:

You have no right of withdrawal where You expressly requested, at the time of your booking, that We commence with the service before the end of the 14-day withdrawal period, and if such service has been fully performed.

In this case, We will explicitly notify You thereof in the booking process with the following statement: "You expressly request that we commence performance before the end of the 14-day withdrawal period. You acknowledge that you forfeit your right of withdrawal once we have fully performed the service. In the event of partial performance to You within the withdrawal period, we are entitled to receive compensation (payment) for the part of the services rendered, even in the event of a withdrawal."

#### Information concerning the exercise of the right of withdrawal

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

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

The date of the contract conclusion for Online Programmes is the day You receive a booking confirmation email from Us following a successful booking.

To exercise the right of withdrawal, You must inform Us (Milena-Mercedes May – growing-excellence.tech, Fritz-Schade-Weg 9, 21037 Hamburg, milena@growing-excellence.tech) of Your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, or an e-mail). You may Use the attached model withdrawal form (**Schedule A**), but it is not mandatory.

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 expires.

#### **Effects of withdrawal**

If You withdraw from this contract, We shall reimburse to You all payments received from You, 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.

If You made Your payment via bank transfer, please provide Us with Your bank details.

In any event, You will not incur any fees as a result of such reimbursement.

**If You have requested the commencement of the performance of Our services before the expiration of the 14-day withdrawal period, You are obligated to pay the pro rata amount of the full price, that is proportional to the amount of services already performed until You have communicated Us Your withdrawal from this contract.**

#### **Schedule A: Model withdrawal form**

To  
Milena-Mercedes May – growing-excellence.tech  
Fritz-Schade-Weg 9  
21037 Hamburg  
milena@growing-excellence.tech

I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract for the provision of the following service (\*):

Ordered 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.*