

# Cancellation Policy

Last Update: March 15, 2024

This is a simplified extract of our Cancellation Policy. For the full version, please refer to our [Terms and Conditions](#).

## 1. Cancellation

Subscriptions *without* automatic renewal cannot be canceled. Subscriptions with automatic renewal can be cancelled at any time but must be cancelled before it renews for a subsequent month in order to avoid being charged for the next month's subscription fee. If a subscription is cancelled, the cancellation will become effective at the end of the then-current monthly subscription period. You can cancel recurring subscriptions at any time directly on our website or alternatively by sending an informal email where the email address matches the email address of your account.

## 2. Refunds

If you are *not* a customer domiciled in the European Union, refunds will not be provided for any digital goods. We do not provide credit, refunds, or prorated billing for subscriptions that are cancelled mid-month. In such a circumstance, access to the subscription remains until the end of the monthly billing cycle. We reserve the right to offer refunds, discounts or other consideration in select circumstances at its sole discretion. Please note that each circumstance is unique and election to make such an offer in one instance does not create the obligation to do so in another.

As for any other, non-digital goods, you shall have thirty (30) days from the date of delivery to return a product to us for a full refund for any reason unless specified otherwise. We reserve the right to refuse refunds for products which are worn/used (as applicable) or damaged after the date of delivery. Except for products damaged prior to the date of delivery (e.g. during transport), you will not receive a refund of shipping costs.

## 3. Right of Withdrawal

If you are a customer domiciled in the European Union, you can withdraw from any purchase without giving any reason. The withdrawal period will expire 14 days from the day of the conclusion of the contract. To exercise the right of withdrawal you must inform us of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You can use the model withdrawal form below, but this is not mandatory. To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period has expired.

If you withdraw from a purchase contract, we will reimburse to you all payments received from you, including the costs of delivery (with the exception of 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 calendar 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 you used for the initial transaction, unless you have expressly agreed otherwise. Please note that not all payment methods which can be used for payments allow a direct reimbursement (e.g. pre-paid cards). Reimbursements for such payments will be facilitated by us via another, common payment method. In any case, you will not incur any fees as a result of such reimbursement.

You will lose your right of withdrawal if the contract regards the supply of digital content or goods that are not supplied on a tangible medium and the performance of the contract has begun before the end of the withdrawal period with your prior express consent and acknowledgment that you thereby lose your right of withdrawal. While performance of the supply of digital content typically refers to the moment the download of that content begins, we voluntarily honor requests to withdraw from the purchase of a software subscription within 14 days of purchase, as long as our software has not been used, i.e. downloaded and no login has been performed.

## Model Withdrawal Form

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

Name and Address

InVisionGG Software  
Phillip Bach und Moritz Dahlke GbR  
c/o Block Services  
Stuttgarter Str. 106  
70736 Fellbach

Email Address

[admin@invision.gg](mailto:admin@invision.gg)

I hereby give notice that I withdraw from my contract for the provision of the following goods/for the provision of the following service: [identify your purchase, e.g. by stating the item purchased]

Order Date: [insert order date]

Order Number: [insert order number]

Full Name: [insert your name]

Full Address: [insert your address]

Date: [insert current date]

Signature (only if this form is notified on paper):