



Cancellation Policy

Right of Cancellation

As a consumer, you have the right under Sections 355 and 365 of the German Civil Code (Bürgerliches Gesetzbuch [BGB]), to cancel this contract, without reason, **within 14 days** of placing the order.

To exercise your right of cancellation, you are required to inform us of your decision to cancel the contract by means of a clear statement (e.g., by letter, fax or email). You may use the attached sample cancellation notification form, but you are not obliged to do so.

To meet the cancellation deadline, it is sufficient that you send your notice before the end of the cancellation notice period, communicating that you are exercising your right of cancellation.

Consequences of Cancellation

Should you cancel this contract, you will lose your booking in our training portal for the SGS online course. If we have already received payment from you within the cancellation period deadline, you will be reimbursed for this payment immediately and no later than 14 days from the date of our receipt of your cancellation notice. Unless agreed with you otherwise, we will use the same method of payment for reimbursement that you used for your payment. Under no circumstances will you be charged any fees for this reimbursement.

Sample Cancellation Notification

To

SGS Germany GmbH
Rödingsmarkt 16
20459 Hamburg

Fax:
Email:

I/We hereby cancel the contract I/we entered into to book the following online course in the iPlus portal: _____

Ordered on:
Name of consumer:
Address of consumer:

Date

Signature (only when notice is given on paper)