

RIGHT OF WITHDRAWAL

What is the right of withdrawal?

Consumers are normally entitled to a fourteen (14) day right of withdrawal when purchasing services via the Internet. When purchasing services, the withdrawal period begins to apply the day after the agreement has been entered into.

In other words, with the exception set out below, consumers who enter into a contract with Zebrain have the right to withdraw from the agreement within fourteen (14) days from the conclusion of the contract between Zebrain and the consumer.

Exception

You are aware of and hereby agree that the right of withdrawal does not apply to services performed. If you participate in a meeting with one of our coaches within the withdrawal period, you can therefore not cancel the already completed coach meeting.

How do I cancel my purchase?

If you have entered into an agreement with Zebrain as a consumer and wish to cancel your purchase of services, you must send a clear and unambiguous notice of your decision to withdraw from the agreement (e.g. a letter sent by post or e-mail).

If you wish, you can use the Swedish Consumer Agency's remorse form, which is available at the following link: <https://publikationer.konsumentverket.se/kontrakt-och-mallar/angerblankett>.

Feel free to email the form or your message that you want to exercise your right of withdrawal to potential@zebrain.se.

In order for you to have time to exercise your right of withdrawal in time, it is sufficient that you send your notification that you intend to exercise the right of withdrawal before the withdrawal period has expired.

The effect of a consumer regretting the purchase?

If you withdraw from the agreement with Zebrain within the withdrawal period stated above (and the exemption for completed services does not apply), Zebrain will refund any amounts we have received as a result of the agreement.

Refunds will be made without undue delay and no later than within fourteen (14) days from the date we were notified of your decision to withdraw from the agreement.

We will use the same means of payment for the refund that the consumer used for payment, unless you have expressly agreed otherwise with us. In any case, the refund will not cost you anything.

Questions

Feel free to contact us at potential@zebrain.se if you have any questions about the right of withdrawal or how to proceed to exercise the right of withdrawal.