

Information for the right of withdrawal from the contract

Standard denial guidelines:

- I. Right to withdraw from the contract at a distance or away from the business premises.
- II. You have the right to withdraw from this Agreement, without giving any reason, for 14 days. The right of withdrawal is not applicable to food supplements and other food products.
- III. The withdrawal period is 14 days from the date on which you or a third party other than the carrier and indicated by you, you have taken possession of the goods.
In order to exercise your right of withdrawal, you must inform us of the contact details, listed on www.silabg.com and your decision to cancel the contract with unambiguous application (such as a letter sent by post, fax or e-mail mail).
You can use the standard denial form attached, but it is not mandatory. You can also fill in and submit the standard one electronically a denial form or another unambiguous request to deny our website www.silabg.com. If you use this option, we will immediately send you a lasting one (e.g., by e-mail) a message confirming the receipt of refusal.
In order to meet the withdrawal period, it is enough to send your message on the exercise of a right of withdrawal before expiry of the withdrawal period.
- IV. Effect of Refusal.
If you opt out of this agreement, we will refund all your payments we have received from you, including delivery costs (excluding extra costs associated with a delivery method you choose, other than the cheapest standard way of delivery offered by us) without undue delay and in any case no later 14 days from the date you inform us of your decision to cancel of this Treaty. We will perform your refund on a specified bank account; in any case, this refund will not be associated with any costs for you.

We have the right to postpone the recovery of payments until the goods are received back or until you provide us with evidence that you have returned the goods back to us depending on which of the two events occurred earlier.

You have to bear the direct costs of returning the goods. Expenditure is expected not to exceed the amount of delivery or standard courier service

The current price can be seen on the official site of the courier company used for the delivery of the goods: <http://www.rapido.bg/>

You are only responsible for reducing the value of the goods as a result of testing them other than what is necessary to establish their nature, characteristics and good functioning.

For additional information, please check <http://www.silabg.com/bg/consumerinfo>