

Revocation Policy

Last updated: 4 December 2017

1. Right of Revocation

1.1. You have the right to revoke this contract within a period of fourteen days without reason. The period of revocation shall be fourteen days from the date on which you or a third party you designate, which is not the carrier, has or has taken possession of the goods.

1.2. In order to exercise your right of revocation, you must contact us (VERBI Software, Consultant Sozialforschung GmbH, Bismarckstraße 10-12, 10625 Berlin, Tel.: +49 (0) 30 59 00 833 60, Fax: +49 (0) 30 59 00 833 61-E-Mail: cs@maxqda.com) by means of a clear statement (e.g. a letter, fax or e-mail sent by mail) about your decision to revoke this contract. You can use the enclosed sample revocation form, but this is not required.

1.3. It is sufficient that you send the notification of the exercise of the right of revocation before the end of the revocation period.

2. Consequences of Revocation

2.1. If you revoke this agreement, we will pay you all the payments we have received from you, including the cost of delivery (except for the additional costs resulting from your choice of different types of delivery other than the standard delivery offered by us) within a period of fourteen days from the date on which the notice of revocation of this contract has been received by us. For such repayment, we will use the same means of payment you used in the original transaction, unless expressly agreed otherwise. In no case will you be charged for these repayment fees. We can refuse the repayment until we have recovered the goods or until you have proved that you have returned the goods, whichever is earlier.

2.2. You must return the goods to us immediately or in any case no later than fourteen days from the date on which you have informed us of the revocation of this contract. This deadline is regarded as the date of postage, not the date of receipt.

2.3. VERBI shall bear the costs of returning the goods.

2.4. You must only pay for possible loss of value of the goods if this loss in value is attributable to handling which goes beyond checking the quality, characteristics and functioning of the goods.

3. Important Advice

According to § 356 para. 5 of the German Civil Code BGB, in the case of a contract for the delivery of digital content (eg a software acquired by download) not on a physical

data carrier, revocation right expires when VERBI has begun the execution of the contract after the Customer

1. has expressly agreed that VERBI shall begin the execution of the contract before expiry of the period of revocation and
2. has confirmed their knowledge that they will lose their right of withdrawal by its consent at the beginning of the execution of the contract.

VERBI shall start to execute the contract as described above at the time when the consumer starts the download.

End of Revocation Policy

4. Sample Revocation Form

(If you want to revoke the contract, please fill out this form and return it to VERBI.)

To: VERBI Software. Consult. Sozialforschung GmbH,
Bismarckstraße 10-12,
10625 Berlin,
E-Mail: cs@maxqda.com

I / we (*) hereby revoke the contract concluded by me / us (*) for the purchase of the following goods / the provision of the following service (*):

Ordered on (*) / received on (*)

Name of consumer(s)

Address of the consumer(s)

Signature of the consumer(s) (only in the case of a communication on paper)

Date

(*) Delete as appropriate.