

## **FREE RESOLUTION FORM TEMPLATE**

**(This document must only be completed and sent if you wish to withdraw from the contract)**

### **INSTRUCTIONS FOR USE:**

The consumer has the right to terminate any contract concluded at a distance within a period of 14 calendar days without the need for justification. In order to exercise the right of free withdrawal, the consumer must notify his decision to withdraw from the contract by means of an unequivocal statement within the deadline, and may use the free termination form model shown below, with the minimum content indicated. Once the form has been completed, the User must send it to the person in charge of the Website within the legal period indicated above, and the User must keep proof of receipt from the Website until the incident is resolved. The use of this form is not mandatory, with the User having the option of replacing it by any means that demonstrates his unequivocal desire to withdraw from the contract, the request data and the User's identity together with the termination request. The deadline for exercising the resolution will expire 14 calendar days from the day on which the user, or the third party indicated by him, other than the carrier, has in his possession the material or goods that were acquired through the electronic order platform.

Once the resolution or withdrawal has been exercised, all payments received for the order will be returned to the user, including delivery costs (with the exception of additional costs resulting from the choice by the consumer of a delivery method different from the method used by PARA-ANCHOR.EU without any undue delay and, in any case, within a maximum of 14 calendar days from the date on which the decision to withdraw from the contract is received by the person responsible for the PARA-ANCHOR platform, same payment method used by the user for the withdrawn transaction.

### **Free Resolution Form Template**

#### ***TO THE ATTENTION OF...***

AIR HEAD EUROPE Owner of PARA-ANCHOR.EU

Company: Air Head Europe Lda

VAT number: **PT515751480**

Zona Industrial de Ulme, Lote 17

2140-365 Ulme

Portugal

Email: nuno.antunes@airheadeurope.com

Phone: +351 913 602 826 (Call to Portuguese National Fixed Network)

I hereby/we communicate (\*) that I/we have/resolved (\*) my/our (\*) contract of purchase and sale relating to the following good/for the provision of the following service (\*) Product identification

**Product type:**

**Date on which the order was placed:**

**Reception date:**

**Username (customer):**

**User VAT**

**Household:**

**Telephone:**

**Email:**

**Comments:**

**Date and place User Signature**

**communication channel you indicated in the form.**

Date and place

User Signature

T This communication is confidential. Submitting this form implies the formalization of your right of withdrawal, pursuant to the provisions of Law 3/2014, of March 17, which modifies the Revised Text of the General Law for the Protection of Consumers and Users approved by Legislative Decree 1/2007, of November 16th, as well as any corresponding regulations. This implies the extinction of the obligation to perform the contract concluded between the parties identified in the text of the form. Once your order has been processed, you will receive an acknowledgment of receipt through the communication channel you indicated in the form.

**We remind you that you must keep this acknowledgment as proof of exercising your right of withdrawal.**