



## CONDITIONS OF WITHDRAWAL

The Customer has the right to withdraw from the contract, by written communication addressed to EXEL (segreteria@exel.it), within 7 days from the transmission date of the order.

In the case of the withdrawal request arrives after your payment, the reimbursement will be sent after the restitution of the software.

Important:

If the payment of the software that you want to withdraw was made with credit card, the refund of the paid amount should be made by crediting that credit card itself. This procedure can take up to four weeks depending on the type of the credit card. Normally a payment by card is charged immediately, therefore it is possible that the reimbursement will not displayed on the same account statement of the payment, but rather on the next one.

In case of software restitution, you must send to EXEL a so-called "Letter of destruction", that is a written communication declaring that the software has been erased from all computers and that you are not in possession of a data backup or a copy of this software, otherwise the right of withdrawal shall be considered NOT valid.

### Example of Withdrawal Letter

This example contains all the elements permitting to EXEL to quickly identify your order and terminate the contract.

To: [segreteria@exel.it](mailto:segreteria@exel.it)

Attachments: copy of the order

Subject: exercising the right of withdrawal (pursuant the Italian Legislative Decree 50/92)

Today the undersigned....., on the basis of the right of withdrawal established by 50/92 Legislative Decree, withdraws from the purchase order n. .... subscribed to on.....

A letter of destruction is attached declaring that the undersigned does not have any installed version or copy of the program.

Furthermore, the undersigned requests the return of the amounts paid.

Signature . ....

*CONSULENZA GLOBALE NELL'INFORMATICA PROGETTUALE*