

**MODEL WITHDRAWAL FORM**

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

**Subject:** Withdrawal from the contract

In: ....., to...../...../.....

**For the attention of:**

**Julia Serra Segarra**

CIF/NIF: 39939765F

Email: contacto@etereohouse.com

Owner of the following online commerce website: <https://www.etereohouse.com>

By means of this letter, I/we hereby inform you of my/our will to  
WITHDRAW from our contract for the sale of the following goods and/or provision of the following services:

**Type of product(s) and/or service(s) and description thereof (include reference number, where applicable):**

.....  
.....  
.....  
.....

**Order No.:** .....

**Date on which the order was placed or signed:** .....

**Order receipt date:** .....

**Name and identity document (DNI/NIE/Passport) of the consumer(s) and user(s) (copy attached):**

.....  
.....  
.....

**Address of consumer(s) and user(s):**

.....  
.....

**Telephone number of consumer(s) and user(s):**

.....  
.....

**Email of consumer(s) and user(s):**

.....

**Name and address of the recipient of the shipment** *(only if the address is different from that of the consumer(s) and user(s)):*

.....  
.....

.....

**Signature of the consumer(s) and user(s)**  
*(Only if the form is submitted in paper form)*

## RIGHT OF WITHDRAWAL

Pursuant to the provisions of Royal Legislative Decree 1/2007, of 16 November, approving the revised text of the General Law for the Protection of Consumers and Users and other complementary laws, the consumer has the right to withdraw from a contract entered into at a distance (by telephone, internet, postal mail, fax, at home, etc.) within a period of **14 calendar days without the need for justification**.

The withdrawal period will expire 14 calendar days after the day of the conclusion of the contract, or, as appropriate, from the day on which you or a third party indicated by you, other than the carrier, acquired material possession of the goods, or of the last of those goods acquired or of the last of the pieces of the same good acquired for the same order.

To exercise the right of withdrawal, the consumer must **notify his decision to withdraw from the contract through an unequivocal statement** (for example, a letter sent by post, fax or email). **You may use this model withdrawal form, although its use is not mandatory**. The user also has the option of completing and sending electronically the model withdrawal form or any other unequivocal statement by attaching the document and sending it to [contacto@etereohouse.com](mailto:contacto@etereohouse.com). Through this option, the consumer will receive without delay on a durable medium (for example, by email) the acknowledgement of receipt of said withdrawal. To comply with the withdrawal period, it is sufficient for the communication regarding the exercise of this right to be **sent by the consumer before the corresponding period expires**.

The exercise of the right of withdrawal will extinguish the obligations of the parties to execute the contract or enter into it when the consumer has made an offer, therefore, in case of respecting the aforementioned conditions, I will reimburse all payment received, including, where applicable, delivery costs, without undue delay and, in any case, before 14 calendar days have elapsed from the date on which the consumer and user's will to withdraw from the contract was received. This refund will be made using the same payment method used by you for the initial transaction, unless you have expressly provided otherwise and provided that you do not incur any expenses as a result of the refund.

The right of withdrawal is excluded from the contracts mentioned in article 103 of Royal Legislative Decree 1/2007 of 16 November, which approves the revised text of the General Law for the Protection of Consumers and Users and other complementary laws.