

## Contract withdrawal

- It is necessary to fill in, print, sign, and attach the contract withdrawal form to every contract withdrawal. Please always send both printed, signed, scanned/photographed document and the filled-in digital PDF.
- We do not accept any goods sent back to us by the cash on delivery method.
- The supplier agrees to settle the contract withdrawal in favour of the customer as soon as possible and no later than 30 days from the date of receiving this contract withdrawal form and the products described in it.
- Goods can be returned in no more than 30 days from their initial dispatch to the customer.

### For physical products:

We cannot accept products sent to us by the cash on delivery method. When we receive a parcel, we need to check if the returned products in it correspond to the order described in the contract withdrawal form before we can accept it. Only after that we can proceed with the refund.

Please send the parcel with the products you would like to return to this address:  
RA Software s.r.o., Nove Sady 2, 602 00 Brno, Czech Republic

### For electronic products:

Electronic licenses (ESD) are considered returned when we receive the signed contract withdrawal form filled with required information. The contract withdrawal form can be scanned and sent via e-mail.

By signing the contract withdrawal form, the Buyer confirms that he or she is familiar with the contract withdrawal procedure and that he or she agrees to it.

Terms and conditions: <https://www.forscope.eu/terms-and-conditions/>

**NAME AND SURNAME:**

**REASON OF CONTRACT WITHDRAWAL (optional):**

**ORDER NUMBER:**

**BANK ACCOUNT NUMBER/IBAN (for money refund):**

**E-MAIL ADDRESS:**

**POSTAL ADDRESS:**

## I return the Certificate(s) of Authenticity with the following Product Key(s):

If you intend to return more than one product key for different types of products (e.g. 1 Windows 7 Pro and 1 Windows 10 Pro), please use separate contract withdrawal forms for each type of product.

**PRODUCT NAME** (for example: Windows 7 Professional ESD):

**PRODUCT KEY(S)** (please, separate each key with a comma):

The Certificate(s) of Authenticity = product key(s), that I have bought, are not being used and will not be used, activated, or registered by me. I declare, that I will not provide the activation information to any third party.

Furthermore, I declare to RA Software s.r.o., that I will not provide any information concerning this contract to a third party that is not a participant of this contract. Especially, I will not provide any documents or information acquired by concluding this contract. In case of a breach of this declaration I hereby agree to pay a contractual fine to RA Software s.r.o. in the amount of damages that might arise to RA Software s.r.o. and were caused by this breach. The return of the purchase cost of the software product is not affected by this declaration.

*Note: The fine amount cannot be greater than the cost of the purchased product.*

- Normally, the legal period for withdrawing is 14 days from the date of delivery. To ensure you're fully satisfied with our products and for your convenience, we have prolonged this time frame to 30 days.
- There is no withdrawal period for business customers. We have a right not to accept the withdrawal from a business customer.

**DATE:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_