

Right of Withdrawal

Swiss law does not provide a withdrawal period or any other right of return for online sales once an order has been submitted. The seller may choose to offer such a clause but is under no legal obligation to do so in this area.

Withdrawal Form

Our withdrawal form in PDF: [\[Download\]](#)

To open the PDF files offered for download, you will need additional software, such as Adobe Acrobat Reader, which can be downloaded for free from the internet. You can find the latest version of Adobe Acrobat Reader [here](#).

Information on the Right of Withdrawal & Withdrawal Form

Consumers are granted a right of withdrawal as per the following conditions, where a consumer is defined as any natural person entering into a transaction primarily for purposes outside their trade, business, or profession.

A. Information on the Right of Withdrawal

Right of Withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the date on which you, or a third party designated by you who is not the carrier, took possession of the last item.

In the case of a contract for the regular delivery of goods over a specified period, the withdrawal period is fourteen days from the date on which you, or a third party designated by you who is not the carrier, took possession of the first item.

To exercise your right of withdrawal, you must inform us (Gene-Venture, Sennhofweg 22B, 4310 Rheinfelden, Switzerland, Tel.: +41 79 430 72 49, Email: info@gene-venture.com) of your decision to withdraw from this contract by means of a clear declaration (e.g., a letter sent by post or an email). You may use the attached model withdrawal form, but it is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication regarding your exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of Withdrawal

If you withdraw from this contract, we will refund all payments we have received from you, including delivery costs (except for any additional costs resulting from your choice of a delivery method other than the least expensive standard delivery offered by us), without delay and at the latest within fourteen days from the day we receive notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used for the original transaction unless expressly agreed otherwise; in no case will you be charged fees for this repayment. We may withhold the refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us without delay and in any event no later than fourteen days from the day on which you notify us of the withdrawal from this contract. The deadline is met if you send back the goods before the fourteen-day period has expired.

You bear the direct costs of returning the goods.

You are only liable for any diminished value of the goods if this diminished value results from handling other than what is necessary to ascertain the nature, characteristics, and functioning of the goods.

Exclusion or Premature Expiration of the Right of Withdrawal

The right of withdrawal does not apply to contracts for the delivery of goods that are liable to deteriorate quickly or whose expiration date would be quickly exceeded.

General Information

Please avoid damaging or contaminating the goods. If possible, please return the goods in their original packaging with all accessories and all packaging components. Use protective outer packaging if necessary. If you no longer have the original packaging, please ensure that the goods are adequately protected from transport damage.

Please do not send the goods back to us freight collect.

Please note that the above points 1-2 are not a prerequisite for the effective exercise of the right of withdrawal.

B. Withdrawal Form

(If you wish to withdraw from the contract, please complete this form and return it.)

To

Gene-Venture

Sennhofweg 22B

4310 Rheinfelden

Switzerland

Email: info@gene-venture.com

I/we () hereby withdraw from 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 consumer(s)

Signature of consumer(s) (only for notification on paper)

Date

(* Delete as appropriate