Maison de Joaillerie indépendante
Genève • Depuis 2003

APPENDIX 2

ORDER CANCELLATION FORM

ELKE BERR — Elke Berr Sàrl, Geneva, Switzerland

This form allows the Customer to request the cancellation of an order or, where the Customer has a statutory right of withdrawal, to exercise that right.

Use of this form does not guarantee acceptance of a cancellation request and does not create any additional right of withdrawal. The provisions of these General Terms and Conditions of Sale and any applicable mandatory legal provisions remain unaffected.

Addressee: Elke Berr Sàrl · Rue du Cendrier 12–14 · 1201 Geneva · Switzerland
Email: office@elkeberr.ch

I hereby submit a request to cancel the order identified below, in accordance with ELKE BERR's General Terms and Conditions of Sale:

Product(s) concerned	
Order number	
Order date	
Order confirmation date	
Purchaser's full name	
Postal address	
Email address	
Telephone or mobile	
Date of cancellation request	
Signature (only if sent on paper)	

Submission and confirmation of the request
Send this form by email to **office@elkeberr.ch** or by post to the address given above.

ELKE BERR will acknowledge receipt of the request and inform the Customer in writing of the outcome and the applicable arrangements, in accordance with the General Terms and Conditions of Sale.

Important: All cancellation requests are subject to the conditions set out in ELKE BERR's General Terms and Conditions of Sale. Orders for bespoke or personalised items may only be cancelled with ELKE BERR's prior written consent, in accordance with clause 5.1 of the General Terms and Conditions of Sale.

The consumer's mandatory statutory rights, in particular the right of withdrawal where applicable, remain fully intact.