

Withdrawal Policy

Version E3-5fdc3702 · as of 8 October 2026

The contract languages are German and English. In the event of any discrepancy, the German version prevails.

Withdrawal policy

Consumers have a right of withdrawal of fourteen days. The following instructions follow the official model (Annex 1 to Art. 246a Section 1 (2) sentence 2 of the Introductory Act to the German Civil Code, EGBGB; Directive 2011/83/EU, Annex I A, as amended by Directive (EU) 2023/2673) and are therefore worded in the formal “you” form of the German original.

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods or, if you order multiple goods in one order and they are delivered separately, the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right of withdrawal, you must inform us (North Legendary GmbH, Pappelallee 78/79, 10437 Berlin, telephone: +49 30 2178 2502, e-mail: immerda@north-legendary.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

You can also exercise your right of withdrawal online at north-legendary.com/en/vertrag-widerrufen/ (“Withdraw from contract”). If you use this online function, we will send you an acknowledgement of receipt of the withdrawal on a durable medium (e.g. by email), including its content and the date and time of its submission, without undue delay.

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

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us (North Legendary GmbH, Weinbergstraße 29, 36103 Fliesen), without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods.

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

End of withdrawal policy

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To: North Legendary GmbH, Pappelallee 78/79, 10437 Berlin, e-mail: immerda@north-legendary.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)

Ordered on (*)/received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only if this form is notified on paper)

Date

(*) Delete as appropriate.

Returns and refunds – how it works

1. **Withdraw:** via “**Withdraw from contract**” (no customer account needed), by email to immerda@north-legendary.com, by telephone on +49 30 2178 2502, or by letter or using the model form.
2. **Register your return (recommended, not mandatory):** in your customer account or, without an account, via “**Register a return**”. You select the items and quantity; giving a reason is optional. You immediately receive your return slip as a PDF (address label without postage, and packing list). Within the withdrawal period, registering also counts as a withdrawal for the selected items; the confirmation email is then your acknowledgement of receipt.
3. **Send the parcel:** with sufficient postage, to **North Legendary GmbH, Weinbergstraße 29, 36103 Fliesen**. Please enclose the return slip or your order number so that we can match your parcel quickly. You bear the cost of returning the goods; in the case of a defect, a wrong item or a misprint, we refund the postage. Please do not send returns to our Berlin address – parcels cannot be accepted there.
4. **Refund:** through our payment service provider Mollie, via the original payment method; if you withdraw from the entire order, this includes the original shipping costs. We also issue you a credit note (for a full refund, a cancellation invoice) as a PDF, by email and in your customer account.

Partial withdrawal: If you withdraw from only part of your order, we refund the price of the items you return; shipping costs are not refunded proportionately. If the remaining value of the goods then falls below the free-shipping threshold of your delivery country, we will not charge shipping costs retroactively. The right of withdrawal applies equally to deliveries to Germany, Austria and France (14 days, same return address in Fliesen).