

IX. WITHDRAWAL FROM THE DISTANCE AGREEMENT

1. The Customer being a Consumer who has made the Sales Agreement may withdraw from it without giving a reason within 14 days.
2. The time limit for the withdrawal from the Sales Agreement starts from the moment of taking possession of the Product by the Customer or a third party indicated by the Customer other than the carrier.
3. The Customer may withdraw from the Sales Agreement by submitting a declaration on the withdrawal to the Seller. The declaration may be submitted on a form whose template has been included by the Seller in Appendix no. 1 hereto and on the Store Website at: <https://soneltest.com/shop/returns-complaints>.
4. To observe the deadline, it is sufficient to send the declaration before its expiry in electronic form to the following e-mail address: office@soneltest.com or in writing to the following address: Nemec Industries, 4266 Roswell Rd unit F2, Atlanta GA, United States, 30342. This declaration may also be sent in the consignment together with the Product returned. In the case of a form submitted via e-mail, the Seller immediately confirms to the Customer its receipt on a durable medium.
5. The Product returned should be sent to the following address: Nemec Industries, 4266 Roswell Rd unit F2, Atlanta GA, United States, 30342 with clear mark 'RETURN' on the packaging.
6. In the case of the withdrawal from the Sale Agreement, it is deemed not to have been made.
7. If the Customer has submitted the declaration on the withdrawal from the Sales Agreement before the Seller accepted its offer, the offer ceases to be binding.
8. Immediately, but not later than within 14 days from the receipt of the Customer's declaration on the withdrawal from the Sales Agreement, the Seller is obliged to return them all payments made by them, including the cost of the Delivery. The Seller may withhold the return of payments received from the Customer until the receipt of the Product or the delivery by the Customer of proof of sending back the Product, whichever occurs first.
9. If the Customer who exercises the right of withdrawal has chosen the Product delivery method other than the cheapest standard Delivery method offered by the Seller, the Seller is not obliged to reimburse the Customer for additional costs incurred by them.
10. The Customer is obliged to return the Product to the Seller immediately, but not later than within 14 days from the date of the withdrawal from the Sale Agreement. To observe this deadline, it is sufficient to send the Product back to the Seller's address before its expiry.
11. In the case of the withdrawal, the Customer incurs only direct costs of returning the Product. These costs are estimated at USD 14 (according to UPS retail price list for economic parcel).
12. The Customer is liable for the reduction of the Product value resulting from using it more than necessary to determine the Product character, features and functioning.
13. The Seller returns the payment using the same payment method used by the Customer.
14. The right to withdraw from the agreement does not apply, e.g., to the agreement:
 - in which the object of the performance is a non-prefabricated item manufactured according to the Customer's specifications or serving its individual needs;
 - in which the object of the performance is an item subject to quick deterioration or having a short shelf life;
 - in which the object of the performance is an item delivered in sealed packaging, which cannot be returned after opening the packaging for health or hygienic reasons if the packaging has been opened after the delivery;
 - in which the object of the performance are items which after the delivery, due to their nature, are

inseparably combined with other items;
- in which the object of the performance is audio or visual recording or computer program delivered in sealed packaging if the packaging has been opened after the delivery;
- for the provision of digital contents that are not saved on a tangible medium if the performance of the service started upon your explicit consent, before the expiry of the deadline to withdraw from the agreement.