

# CANCELLATION POLICY FOR GIFT VOUCHERS

## Right to cancel

You have the right to cancel this contract within 14 days (cooling-off period) without giving any reason. The cooling-off period begins when the recipient receives the gift voucher. To exercise your right to cancel, you must send us a letter or email to

Eurowings GmbH  
Waldstraße 249  
51147 Cologne  
Germany  
Telephone: +49 (0)221 599 882 22  
Email: [service@eurowings.com](mailto:service@eurowings.com)

clearly stating your decision to cancel this contract.

You may use the attached sample cancellation form, but it's not mandatory. To be within the cooling-off period, it is sufficient for you to send your letter or email exercising your right to cancel before the end of the cooling-off period.

## Effect of cancellation

If you cancel this contract, we must refund you all the payments we received from you, including delivery costs (except additional costs if you chose a type of delivery which cost more than the least expensive standard delivery offered by us), immediately and no later than 14 days from the day we received your letter or email cancelling this contract. We will refund you using the same means of payment as you used for the original transaction, unless an alternative method was expressly agreed with you; in no circumstances will you be charged for this refund.

If you request services to begin during the cooling-off period, you must pay us a reasonable amount for the portion of the total scope of the contractual services already provided to you up to the point when you informed us that you were exercising your right to cancel this contract.

## Sample cancellation form

If you wish to cancel the contract, please fill out this form and send it back to us.

Cross out as appropriate.

To:  
Eurowings GmbH  
Waldstraße 249  
51147 Cologne  
Germany  
Email: **service@eurowings.com**

I/we hereby cancel the contract concluded by me/us for the purchase of the following item(s)/the provision of the following service(s):

Ordered on: \_\_\_\_\_

Received on: \_\_\_\_\_

Name of the customer(s): \_\_\_\_\_

Address of the customer(s): \_\_\_\_\_

\_\_\_\_\_  
Date

Signature of the customer(s)  
(only if the cancellation is on paper)