

## **WITHDRAWAL POLICY**

### **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 of the conclusion of the contract.**

**To exercise the right of withdrawal, you must inform us (Travian Games GmbH, Moosacher Str. 70, 80809 Munich, Germany, phone +49 (0)89 324915-0, fax +49 (0)89 324915-970, [protest@traviangames.com](mailto:protest@traviangames.com)) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax, or email). You may use the attached model withdrawal form, but it is not obligatory.**

**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.**

**END OF WITHDRAWAL  
POLICY**

### **Model withdrawal form**

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

**- To: Travian Games GmbH, Moosacher Str. 70, 80809 Munich, Germany, fax +49 (0)89 324915-970, protest@traviangames.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.**

**Special notes:**

**The right of withdrawal shall expire prematurely for contracts regarding the supply of digital content that is not contained on a tangible medium if TRAVIAN has begun with the performance of the contract after the User:**

- 1. has expressly consented to TRAVIAN beginning with the performance of the contract prior to expiry of the withdrawal period, and**
- 2. has acknowledged that by its consent, it loses the right to withdraw from the contract upon the performance of the contract having commenced.**
- 3. TRAVIAN has provided the User with confirmation in accordance with Section 312f of the German Civil Code (BGB).**

**The User is advised to state the name of the User, the game account, and the gameworld (if applicable) in the subject line of an email cancellation.**