

# Cancellation policy Digital Concert Hall Purchase Contracts

## Right of withdrawal

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

The withdrawal period is fourteen (14) days from the day on which you or a third party named by you, who is not the carrier, have taken possession of the goods.

In order to exercise your right of withdrawal, you must inform us (Berlin Phil Media GmbH, Leipziger Platz 1, 10117 Berlin, Germany, phone: +49 (0)30 206 246 936, email: [help@digitalconcerthall.com](mailto:help@digitalconcerthall.com)) by means of a clear declaration (e.g. a letter sent by post or an email) of your decision to withdraw from this contract. You can use the attached standard withdrawal form for this purpose, which, however, is not mandatory. You can also exercise your right of withdrawal online at <https://campaign.berliner-philharmoniker.de/dch-withdrawal>. If you use this online feature, 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.

In order to comply with the withdrawal period, it is sufficient that you send the withdrawal notification before the expiry of the withdrawal period.

## Consequences of withdrawal

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including the delivery costs (with the exception of the additional costs resulting from the fact that you have chosen a type of delivery other than the most favourable standard delivery offered by us), without delay and at the latest within fourteen (14) days from the day on which we received the notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees for this repayment.

You must return or hand over the goods to us without delay and in any case no later than fourteen (14) days from the day on which you notify us of the withdrawal from this contract. The deadline is met if you send the goods before the end of the period of fourteen (14) days.

You shall bear the direct costs of returning the goods.

You only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for inspection of the condition, properties and functioning of the goods.

**Standard withdrawal form**

(If you wish to revoke the contract, please complete and return this form).

- To Berlin Phil Media GmbH, Leipziger Platz 1, 10117 Berlin, Germany, email:  
help@digitalconcerthall.com

- I/we (\*) hereby withdraw from the contract concluded by me/us (\*) for the purchase of the following goods (\*)/the provision of the following service (\*)

- Ordered on (\*)/received on (\*)

- Name of the consumer(s)

- Address of the consumer(s)

- Signature of the consumer(s) (only in the case of notification on paper)

- Date

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(\*) Delete as applicable.