



## **Instructions on withdrawal**

Consumers are entitled to the following right of withdrawal:

### **Right of withdrawal**

You have the right to withdraw from the present agreement within fourteen (14) days without having to state cause. The deadline for withdrawal is fourteen (14) days from the date on which the agreement was concluded.

In order to exercise your right of withdrawal, you must notify us

Mudaniso Hara  
DenseCloud IT  
Bunda, Box 219, Lilongwe, Malawi  
Tel.: + 265 (0) 998 646 485  
Email: [sales@densecloud.tech](mailto:sales@densecloud.tech)

of your decision to withdraw from the present agreement by means of a corresponding unequivocal declaration (e.g. a mailed letter, a phone, or email). You may use the attached template withdrawal form, but this is not mandatory.

In order to comply with the deadline for withdrawal, it suffices if you dispatch the notice of withdrawal before the end of the withdrawal period.

## **Consequences of withdrawal**

If you withdraw from the present agreement, it will be incumbent upon us to promptly reimburse you for all payments received from you, including delivery costs (but not including any additional costs resulting from a request by you for some form of delivery other than the most cost efficient, standard delivery offered by us), and to do so no later than fourteen (14) days after the day we receive your notice of withdrawal from the present agreement. In making the reimbursement, we will use the same mode of payment that you employed for the original transaction, unless we have specifically made other arrangements with you; in no case will you be charged any fees in connection with the reimbursement.

If you asked us to begin providing services during the withdrawal period, you will be obligated to pay us a reasonable sum to cover the portion of the services, as compared to the total scope of services provided for under the agreement, that you have already received up until the time you notify us of your intention to exercise your right to withdraw from the present agreement.

## **Expiry of the right of withdrawal**

Your right of withdrawal will expire when we have fully performed the service and have only started to perform the service after you have given your express consent to this, transmitted on a durable data medium, and at the same time confirmed your knowledge that you will lose your right of withdrawal upon full performance of the service by us.

## **End of the instructions on withdrawal**

## Template withdrawal form

(If you would like to withdraw from the agreement, please fill out this form and send it back to us at the address shown below)

- To

Mudaniso Hara

DenseCloud IT

Bunda, Box 219, Lilongwe, Malawi

Tel.: + 265 (0) 998 646 485

Email: sales@densecloud.tech

I/We (\*) hereby withdraw from the agreement originally concluded by me/us (\*) for the provision of the following service (\*):

- Ordered on (\*) / Received on (\*)
- Name of the consumers(s)
- Address of the consumers(s)
- Signature of the consumers(s) (only necessary for notices in paper form) - Date

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(\*) Delete whichever is not applicable.