

MYTHERESA

Information on the Right of Withdrawal

The right of withdrawal applies solely to consumers under § 13 of the German Civil Code of Law.

RIGHT OF WITHDRAWAL

You may withdraw from your contract of purchase within 14 days without having to state reasons.

The allocated cancellation timeframe is 14 days, effective the day that you or an assigned third party, who may not be the carrier/courier, took said commodities into their possession.

To administer your right to cancel your order, you have to inform us, Mytheresa International Services GmbH, Paul-Thiersch-Straße 16a-e, 04435 Schkeuditz, Germany, customercare@mytheresa.com, Phone +49 89 127695-100, Fax: +49 89 127695-200, by sending us an explicit declaration stating that you withdraw from your contract of purchase (for example: by sending us a letter in the mail, fax, or an email). You may use the cancellation template that is attached; however, it is not mandatory to use this template. You may also exercise your right to cancel your order online [here](#). If you use this online function, we will promptly acknowledge receipt of your cancellation by email, providing information on the content of the withdrawal declaration as well as the date and time of its receipt.

It will suffice to send us your notice of withdrawal within the given cancellation timeframe in order for the 14-day cancellation timeframe to be granted.

CONSEQUENCES OF WITHDRAWAL

If you withdraw from your contract of purchase, we are obligated to refund all payments that we have received from you, including shipping costs (excluding additional shipping costs that result from choosing a different shipping option, other than the regular standard shipping option that we offer) immediately and within 14 days at most, effective the day that we receive notice of withdrawal.

The payment method which was used to make the transaction will also be used for the reimbursement, unless we have explicitly agreed to something else. You will not be charged any fees for the reimbursement.

We reserve the right to withhold the reimbursement until we have received the returned items or until we have received your notification that you have returned the items, whichever comes first.

The items have to be sent back to us immediately and no later than fourteen days after the date on which you notify us of your withdrawal from this contract. The extended deadline will be granted if the items are sent back within fourteen days. All return shipments are at our expense.

You are only required to compensate us for any loss in value if the loss in value can be traced back to unnecessary handling, which goes beyond the admissible proofing of the condition of the item, its characteristics and functionality.

EXCLUSION AND EXPIRY OF THE RIGHT OF WITHDRAWAL

The right of withdrawal applies only to non-customised and non-modified goods. The right of withdrawal shall not apply to personalised or custom-made products, and shall expire in respect of such products.

End of the Right of Withdrawal Notice

End of advisory

MYTHERESA

Withdrawal template

If you wish to withdraw from the contract, please fill in and return this form:

To

mytheresa.com GmbH
Einsteinring 9
85609 Aschheim
customercare@mytheresa.com
Phone: +49 89 127695-100
Fax: +49 89 127695-200.

I hereby withdraw from the contract I concluded for the purchase of the following goods:

Ordered on (*)/received on (*):

... [Name of the consumer(s)]

... [Address of the consumer(s)]

Signature of the consumer(s) (only in the event of notification in paper form)

(*) Delete as appropriate.

Date: ...