



## **Withdrawal Policy for the Terms of Use of the Audi on demand Plattform**

(1) When entering into distance contracts, consumers have a basic statutory right of withdrawal which we would like to inform you about. In clause (2) you will find a model withdrawal form that you can use to exercise the withdrawal, but which is not obligatory. Relevant exceptions from the right of withdrawal are described in clause (3).

### **Instructions on Withdrawal**

#### **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 on which the contract is concluded. To exercise the right of withdrawal, you must inform us (Audi Business Innovation GmbH, Hochbrückenstraße 6, 80331 Munich, telephone number [+49 (0) 84188 6 44 88], email address [audiondemand@audi.de]) 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 will 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. If you requested us to begin the performance of services, you must pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

(2) We use the model withdrawal form to inform consumers as set out in the statutory rules, as follows (see below).

(3) Important note: This right of withdrawal only refers to the cancellation of this contract, whereas under section 312g(2)(9) German Civil Code (Bürgerliches Gesetzbuch – BGB) unless the parties have agreed otherwise, the right of withdrawal does not exist for contracts for provision of car rental services (Transfer/Rental Agreement concerning the provision of a vehicle) and for the provision of other services related to leisure activities if the contract provides for a specific date or period of performance. This can apply in particular to vehicle bookings made on the platform when using Audi on demand.



## Model Withdrawal Form

If you wish to withdraw from the contract, please complete this form and send it back to the following address:

Audi Business Innovation GmbH  
Hochbrückenstraße 6  
80331 Munich

telephone number: +49 (0) 84188 6 44 88

email address: [audiondemand@audi.de](mailto:audiondemand@audi.de)

I/We, (\*), hereby give notice that I/we withdraw from my/our (\*) contract of sale for the following goods (\*)/  
for the provision of the following service (\*):

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

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Name of consumer(s):

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Address of consumer(s):

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Date:

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Signature of consumer(s)

(only if this form is provided on paper):

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(\* ) Delete as appropriate.