

Withdrawal policy

This policy applies to consumer contracts concluded online (private bookings), and does not apply to contracts concluded in the course of a trade or self-employed professional activity. Whether individual LOFT45 offers, in particular coworking and room-provision services, fall within this scope depends on the statutory classification of the individual contract.

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 (MBU GmbH, Paulusstr. 45A, 33602 Bielefeld, Germany, telephone: +49 521 52052060, e-mail address: info@mbugmbh.de) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

You can also exercise your right of withdrawal online at “Withdraw from contract” in the footer of our website. 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.

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.

If you requested to begin the performance of services during the withdrawal period, you shall 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.

Early start of performance

If you ask for the service to begin before the withdrawal period ends, we obtain your express prior request and acknowledgement separately and without a pre-ticked box. The withdrawal right can expire on complete performance only where the statutory conditions are met; a booked end time alone is insufficient.

After withdrawal where performance has already started, no contractual cancellation charge is applied. Any statutory proportional payment is assessed and documented individually only where there was valid prior consent and proper information, by reference to the work actually provided and the legal basis. Without those conditions, we provide a full refund.

Model withdrawal form

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

To MBU GmbH, Paulusstr. 45A, 33602 Bielefeld, Germany, info@mbugmbh.de:

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.