

Withdrawal instructions

Seller: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić

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These instructions apply to contracts for Easy Form Studio (monthly subscription, yearly subscription and lifetime licence) that you concluded as a consumer.

1. 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. For a monthly or yearly subscription this is the day of the order, and for an order with a free trial the day the trial started. For the lifetime licence it is the day of purchase (see point 5).

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement sent by post or e-mail, giving your name, address, and phone number or e-mail address. You may use the model withdrawal form below, but it is not obligatory. Send your statement:

- by post to: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Croatia;
- by e-mail to: easyformstudio@gmail.com.

You can also withdraw electronically with the withdrawal function on our website: <https://api-staging.easyformstudio.com/withdrawal/>. If you use this option, we will send you an acknowledgement of receipt of your withdrawal, with its content and the date and time of receipt, by e-mail without 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.

2. Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you 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. For a subscription without a free trial we keep only the proportionate amount under point 3.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, that is, the card you paid with, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

3. Subscription started before the end of the withdrawal period

This point applies only to a subscription without a free trial (a subscription that you, as an existing customer, buy again from the add-on). If you requested that the subscription begin during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated to us your withdrawal from this contract, in comparison with the full coverage of the contract.

For a subscription with a free trial nothing is paid during the trial, which lasts 14 days, as long as the withdrawal period. So you pay nothing if you withdraw in time.

4. Effect on the licence

On withdrawal the licence ends: a subscription is cancelled with no further charges, and exports in the program are locked.

5. Lifetime licence

If, when buying the lifetime licence, you expressly requested that delivery of the licence start immediately and acknowledged that you thereby lose your right of withdrawal, and we confirmed this in the order confirmation e-mail, you have no right of withdrawal once the licence key has been delivered (Article 86(1)(13) of the Croatian Consumer Protection Act).

If you did not give this request and acknowledgement, or we did not confirm them by e-mail, you have the right of withdrawal within the period under point 1.

Model withdrawal form

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

To: CODEVO, obrt za računalne i druge usluge, vl. Ivan Babić, Krotovica 16, 10040 Zagreb, Croatia; phone: +385 95 353 9388; e-mail: easyformstudio@gmail.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for Easy Form Studio: monthly subscription (*) / yearly subscription (*) / lifetime licence (*)

Ordered on: _____

Name of consumer(s):

Address of consumer(s):

E-mail address used for the purchase: _____

Signature of consumer(s) (only if this form is notified on paper):

Date: _____

(*) Delete as appropriate.

You can also fill in and send this form electronically with the withdrawal function on our website: <https://api-staging.easyformstudio.com/withdrawal/>. We will send you an acknowledgement of receipt by e-mail without delay.