Cancellation Policy and Cancellation Form

Consumers are entitled to the right of withdrawal according to the following conditions, whereby the consumer is any natural person entering into a legal transaction for a purpose that can be attributed neither to a commercial nor a self-employed occupational activity:

A. Cancellation Policy

Right of withdrawal

You shall have a period of fourteen days to withdraw from this contract, without giving any reasons.

The withdrawal period is fourteen days from the day you or a third party designated by you (other than the carrier) took possession of the last goods.

In order to exercise your right of withdrawal, you need to inform us (Webcraft GmbH, Industriepark 206, 78244 Gottmadingen, Germany, Phone: +49 7731 939 835 0, E-mail: support@qbendo.fr) by means of a clear statement (e.g. mailed letter or e-mail) of your decision to withdraw from this contract. You may use the enclosed cancellation form template, which is optional.

You may also exercise your right of withdrawal online via the website at https://www.qbendo.fr/eng/withdrawal. If you use this online function, you will immediately receive an email acknowledging receipt, containing information on the content of the withdrawal notice as well as the date and time of its receipt.

In order to observe the withdrawal period, it is sufficient to send out the notice of withdrawal before the expiration of the withdrawal period.

Consequences of withdrawal

If you withdraw from this contract, we are obligated to refund all your payments, including shipping costs (with the exception of additional costs for other delivery methods than our offered standard delivery) immediately and at the latest within fourteen days from the day we have received your notice of withdrawal from the contract. We will use the same payment method for the refund that you have used for the original transaction, unless we agree otherwise. In no case are there any fees associated with this refund. We may refuse a refund until we have received the returned goods or until you provided proof that you have returned the goods, whichever occurs first.

You need to return the goods immediately and at the latest within fourteen days from the day you have informed us about the withdrawal from this contract. You are in observance of the withdrawal period as long as you send out the goods before the fourteen days are expired.

You are responsible for the shipping costs of the returned goods.

You need to compensate for a possible loss in value of the goods only in the case this loss of value can be traced back to unnecessary handling and examination of the quality, features and functionality of the goods on your part.

Exemption or premature expiration of withdrawal

There is no right of withdrawal for contracts that include not prefabricated but customised or personalised goods specifically selected and ordered by the consumer.

The right of withdrawal expires prematurely with contracts for the delivery of goods, if these goods, based on their nature, are inseprably mingled with other goods after delivery.

The right of withdrawal does not apply to consumers who, at the time of the conclusion of the contract, do not belong to a member state of the European Union and whose sole residency and delivery address is outside of the European Union at the time of the conclusion of the contract.

General information

1) Please avoid damaging or staining the goods. If possible, return the goods in their original packaging with all accessories and parts they came with. If necessary, use a protective outer packaging. If you do not have the original packaging at hand, make sure you use adequate packaging to protect the goods from transportation damages.

2) If possible, do not return the goods to us freight collect.

3) Please note that paragraphs 1 and 2 are not prerequisites for effective exercise of the right of withdrawal.

B. Cancellation Form

If you would like to withdraw from the contract, please fill out this form and send it to:

Webcraft GmbH
Industriepark 206
78244 Gottmadingen
Germany

E-mail: support@qbendo.fr

I/We hereby give notice that I/we withdraw from the contract of sale of the following goods/provision of the following service:

Order number / Invoice number:

Ordered on / Received on:

Name of Consumer(s):

Address of Consumer(s):

Signature of Consumer(s) (only for paper notice):

Date:

07.10.2026