

Cancellation Policy

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| Right of Withdrawal (Widerrufsbelehrung)

Scope of Application

The following right of withdrawal applies exclusively to private customers (consumers within the meaning of § 13 BGB).

Business customers (B2B): For entrepreneurs, legal entities and other business customers, no statutory right of withdrawal applies. The business relationship is governed exclusively by the existing contract in the form of a Sales Order (Auftragsbestätigung) or a Purchase Contract (Kaufvertrag). The terms agreed therein — regarding return, notice of defects and warranty — shall prevail.

Right of Revocation

Private customers have the right to revoke this contract within fourteen (14) days without giving any reason. The revocation period is fourteen days from the day on which you, or a third party named by you (not the carrier), take possession of the goods.

To exercise your right of revocation, please inform us (CW Cleaning Solutions GmbH, Belfortstrasse 8, 50668 Köln, sales@cyclewash.com) by a clear written statement (e.g., letter or email) of your decision to revoke this contract. To meet the revocation deadline, your communication must be sent before the period expires.

Consequences of Revocation

If you revoke this contract, we shall reimburse all payments received from you, including delivery costs (except supplementary costs arising from your choice of a delivery type other than the least expensive standard delivery we offer), without undue delay and no later than fourteen days from receipt of your revocation notice. We will use the same means of payment as you used for the original transaction; you will incur no fees as a result.

We may withhold reimbursement until we have received the goods back or until you supply evidence of having sent them back, whichever is earlier.

Return Shipping

You shall send back the goods without undue delay and in any event no later than fourteen days from the day you communicate your revocation to us. The deadline is met if you send the goods before the fourteen-day period expires.

You will bear the direct cost of returning the goods. Due to the size and weight of cycleWASH® machines, estimated return shipping costs range from €200 to €500 depending on your location.

Our Service Commitment: We will address your request within 24 hours and arrange return shipping within 5 business days of receiving your withdrawal notice.

Value Loss

You are only liable for any diminished value of the goods resulting from handling beyond what is necessary to establish the nature, characteristics, and functioning of the goods.

Business Customers (B2B)

For orders placed by entrepreneurs or legal entities, the right of withdrawal described above does not apply. The commercial relationship is governed exclusively by the terms of the underlying Sales Order (Auftragsbestätigung) or Purchase Contract (Kaufvertrag), which contains provisions on delivery, acceptance, notice of defects, returns, warranty, and guarantee. These individually agreed contract terms take precedence over the general information published here. For any questions regarding the handling of your order, please contact sales@cyclewash.com.