

Right of cancellation of the gamescom SuperfanBox

If you as a consumer in the sense of Section 13 BGB (the purchase serves neither a commercial purpose nor that of a self-employed professional activity) order a SuperfanBox¹, you have the right with reference to the aforementioned section to withdraw from the contract within 14 days without giving reasons. The ordered ticket, which is not part of the content of the SuperfanBox, remains unaffected by this and – as detailed above – cannot be cancelled.

The cancellation period is 14 days, beginning with the day on which you or a third party named by you (and who is not the carrier) has taken possession of the goods.

To exercise your right of cancellation, you have to notify us, Koelnmesse GmbH, Messeplatz 1, 50679 Köln, Germany, fax: +49 221 821-3099 , e-mail: gamescom@visitor.koelnmesse.de) stating clearly (e.g. by means of a letter sent by post, fax or e-mail) that you are cancelling the contract. You can use the attached sample cancellation form for this purpose, although you are not required to do so. You can complete the sample cancellation form or another clear declaration electronically on our website (Internet address) and send it by letter, fax or e-mail. Should you make use of this possibility, we will immediately send you (e.g. by e-mail) a confirmation that we have received such a cancellation.

To meet the cancellation deadline, it suffices if you send the notification of your cancellation before the deadline expires.

Consequences of cancellation

If you cancel the contract, we have to reimburse you all of the payments – except for the price of the admission tickets for the event –, immediately and no later than 14 days from the day on which we received the notification that you cancelled the contract. For this reimbursement, we use the same means of payment that you used for the original transaction unless we have expressly agreed with you that we would use another means of reimbursement. Under no circumstances will you be billed any costs for this reimbursement.

Koelnmesse is entitled to use an external service provider to ensure the return of the goods. You have to send the goods back immediately and in any event within 14 days after the day on which you notified us of your cancellation of the contract. The goods have to be sent to or handed over to the service provider commissioned by us namely CAMPUS SPORTSWEAR GmbH (Perlenhof, Perlenpfuhl 27, 50667 Köln, telephone: +49 (0)221 277 38 6-0, info@campussportswear.de). You remain within the deadline if you dispatch the goods before the 14-day deadline expires.

Koelnmesse can refuse to reimburse the payments until our service provider has received the goods back or until you can offer proof that you have sent the goods back, depending on which of these two occurs earlier. You bear the direct costs for sending back the goods.

You only need to pay for any decrease in the goods' value if this decrease in value was caused by you in a manner that was not necessary to check the consistency, the properties and the functioning of the goods.

If you wish to exchange the T-shirt contained in the SuperfanBox for a different size, we offer our exchange service on site at gamescom 2019. At the same time, we make clear that this offer applies only as long as supplies last. We do not make any guarantee of the availability of the size you want. Any exchange of the further contents of the SuperfanBox is in all respects excluded.

¹ gamescom SuperfanBox: This contains a unisex T-Shirt, a lanyard with a personalized badge and a festival wristband in exclusive design. The gamescom SuperfanBox is also available in combination with a pre-entry ticket for Wednesday, 21 August 2019 or Thursday, 22 August 2019. The pre-entry ticket entitles the purchaser to enter the entertainment area of gamescom as of 9:00 a.m. and thus one hour before the official opening for private visitors.

withdrawl form

If you want to withdrawl the contract, please fill out this form and send it back to us:

1. To

Koelnmesse GmbH
Messeplatz 1
50679 Köln
telephon: +49 1806 089 999
fax: +49 221 821 3099
e-mail: gamescom@visitor.koelnmesse.de

2. 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:

3. ordered on _____

4. received on _____

5. Name of consumer(s) _____

6. Address of consumer(s)

Date

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