

Cancellation Policy

Right of withdrawal

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period is 14 days from the date on which the contract was concluded.

To exercise your right of withdrawal, you must:

MOTEC-DATA GmbH
Odenwaldstraße 36
69239 Neckarsteinach
Germany

E-Mail: kontakt@motec-data.de

by means of a clear statement (e.g. a message sent by email) of your decision to withdraw from this contract. You may use the attached model withdrawal form for this purpose, although this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send notification of your decision to exercise your right of withdrawal before the withdrawal period expires.

Special feature: Free trial period

Registration with mySOS is free of charge for life. A paid subscription only comes into effect once the alarm service has been activated for the first time. From that point onwards, a 30-day free trial period begins. The statutory 14-day right of withdrawal also begins on the day the alarm service is first activated and therefore falls within the free trial period.

There is no further right of withdrawal once the service has moved into the paid phase, as the user was provided with full and transparent information regarding the costs incurred after the end of the trial period prior to the activation of the alert service (ECJ, judgment of 5 October 2023, Case C-565/22).

You can cancel your subscription at any time during the 30-day trial period via the Google Play Store under 'Payments and subscriptions' → 'Subscriptions', without incurring any charges, regardless of your right to cancel.

Premature expiration of the right of withdrawal

The right of withdrawal expires prematurely pursuant to Section 356(4) of the German Civil Code (BGB) if the following conditions are met:

- By activating the alert service, the user has expressly agreed that the provider may begin performing the contract before the 14-day cancellation period expires, and
- The user acknowledges that the right of withdrawal expires upon commencement of contract performance.

Consequences of the revocation

If the contract is canceled, all payments made by the user must be refunded immediately and no later than 14 days from the date on which the notice of cancellation was received. Since the trial period is free of charge and no payment is due within the 14-day cancellation period, there is generally no right to a refund. The refund will be made using the same payment method used for the original transaction. No fees will be charged for the refund.

Sample Withdrawal Form

(If you wish to cancel the contract, please fill out this form and return it.)

To:

MOTEC-DATA GmbH
Odenwaldstraße 36
69239 Neckarsteinach
Germany

E-Mail: kontakt@motec-data.de

I/we () hereby cancel the contract I/we () entered into for the purchase of the following subscription:

Subscription name: _____
Ordered on: _____
Name of the consumer(s): _____
Address of the consumer(s): _____
Consumer's email address: _____
Date: _____

Signature of the consumer(s) (only for written notifications): _____

(*) Delete as appropriate