Cancellation policy

Glowfish GmbH & Co. KG · As of 07.11.2026 · Applies to consumers

> A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession (§ 13 German Civil Code, BGB). Entrepreneurs have no right of withdrawal.

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period will expire after fourteen days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us

Glowfish GmbH & Co. KG
Thurgaustraße 30
81475 München, Germany
Phone: +49 89 55063107
Fax: +49 89 74576225
Email: info@glowfish.de

of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or email). You may use the attached model withdrawal form, but it is not obligatory.

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.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of such reimbursement.

If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

Early expiry of the right of withdrawal

In the case of a contract for the provision of services, your right of withdrawal expires early if we have fully performed the service and only began performing the service after you gave your express consent and at the same time acknowledged that you will lose your right of withdrawal once we have fully performed the contract.

This applies in particular to the registration and transfer of domains. A domain registration is fully performed with the entry at the registry and cannot be undone by us. If you agree in the order process that we begin the registration immediately, your right of withdrawal for this item expires with the entry.

For ongoing services such as web hosting, vServers and DynDNS hosting, however, your right of withdrawal remains in place during the fourteen days. In this case you only owe the proportionate amount for the service provided until the withdrawal.

Model withdrawal form

If you want to withdraw from the contract, please complete and return this form.

To
Glowfish GmbH & Co. KG
Thurgaustraße 30
81475 München, Germany
Email: info@glowfish.de

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 (*)

_____

Ordered on (*) / received on (*): _____
Name of consumer(s): _____
Address of consumer(s): _____
Signature of consumer(s) (only if this form is notified on paper): _____
Date: _____

(*) Delete as appropriate.

Dispute resolution

We are neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration board.