

Cancellation Policy and Sample Withdrawal Form

As of: 30.08.2026

for consumers in contracts for digitally provided SF2 software

1. Right of Withdrawal

1.1. Consumers generally have the right to withdraw from a distance contract within fourteen days without giving any reason, unless a statutory exception applies.

1.2. For contracts for digital content that is not delivered on a physical medium, the withdrawal period begins on the day of contract conclusion.

1.3. To exercise the right of withdrawal, SF2 Systems must be informed of the decision to withdraw from the contract by means of a clear statement. The statement can be made, in particular, by e-mail or by post to take place.

1.4. The declaration is to be addressed to:

SF2 Systems GmbH
Eichelhofstraße 2B
1190 Vienna
Austria

E-mail: info@sf2systems.com.

1.5. To observe the cancellation period, it is sufficient for the communication regarding the exercise of the right of withdrawal to be sent before the expiry of the cancellation period.

1.6. For the declaration of withdrawal, the sample withdrawal form reproduced below according to Annex I Part B of the FAGG can be used; its use is not mandatory.

1.7. For distance contracts concluded via an online user interface after September 30, 2026, the right of withdrawal can additionally be exercised through the online withdrawal function provided by SF2 Systems during the withdrawal period. When using this function, SF2 Systems will immediately send the consumer a confirmation of receipt of the withdrawal declaration, including its content, as well as the date and time of its receipt, on a durable medium.

2. Consequences of an effective withdrawal

2.1. In the case of an effective withdrawal, SF2 Systems will reimburse the payments received for the contract concerned without delay and at the latest within fourteen days from the day on which the notification of withdrawal was received by SF2 Systems.

2.2. For the repayment, SF2 Systems generally uses the same payment method that was used for the original payment, unless something else has been expressly agreed upon. No additional fees are charged for the repayment.

3. Early expiration of the right of withdrawal for digital content

3.1. For paid digital content that is not provided on a physical data carrier, the right of withdrawal expires before the end of the fourteen-day period if SF2 Systems has begun fulfilling the contract and the legal requirements for this have been met.

3.2. This particularly requires that a) the consumer has explicitly agreed to the commencement of contract fulfillment before the expiry of the withdrawal period, b) the consumer has confirmed that they have acknowledged that by the early commencement of contract fulfillment they will lose their right of withdrawal, and c) SF2 Systems has provided the consumer with the legally required contract copy or contract confirmation on a durable medium.

3.3. The consent to early commencement and the confirmation of acknowledgment are obtained separately during the ordering process. Mere consent to the Terms and Conditions, the [Software License Terms](#) or the [Terms of Use](#) do not replace these declarations.

3.4. The contract confirmation also contains, as far as legally required, the confirmation of the declarations made in accordance with section 3.2.

Sample Withdrawal Form

If you want to withdraw from the contract, please fill out this form and send it back.

To	SF2 Systems GmbH Eichelhofstraße 2B 1190 Vienna, Austria E-mail: info@sf2systems.com
Withdrawal Declaration	I/We (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*):
Goods / Service	
Ordered on (*) / Received on (*)	
Invoice Number / Order Number	
Name of Consumer(s)	
Address of Consumer(s)	
Date and Signature	Date: _____ Signature: _____ (only if notification is made via Paper)

(*) Delete incorrect.