Withdrawal Policy for Readings

This policy applies to your Reading and everything you purchase from us together with it.

The wording of the notice and form follows the statutory model. This is why the German versions of both use the formal form of address, although we normally address you informally.

Right of withdrawal

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

The withdrawal period is fourteen days from the day on which the contract is concluded.

To exercise your right of withdrawal, you must inform us (Divinebeingmetatron Ltd., Mesopotamias 8, 7041 Oroklini, Larnaka, Cyprus, telephone: +357 99 729287, email: contact@soulsystem.app) of your decision to withdraw from this contract by an unequivocal statement, for example a letter sent by post or an email. You may use the attached model withdrawal form, but this is not obligatory. You may also exercise your right of withdrawal through the electronic withdrawal function. You can reach it through the "Withdraw from contract here" button at the end of the "Withdrawal policy" page at the same address as our checkout; your purchase confirmation also contains the link to this page. If you use this online function, we will send you an acknowledgement of receipt on a durable medium, for example by email, without undue delay. It will contain information on the content of your withdrawal statement and the date and time of its receipt.

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

Effects of withdrawal

If you withdraw from this contract, we will reimburse all payments received from you, including delivery costs, except for supplementary costs arising from your choice of a type of delivery other than the least expensive standard delivery offered by us, without undue delay and in any event no later than fourteen days from the day on which we receive notification of your withdrawal from this contract. We will make the reimbursement using the same means of payment as you used for the original transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of this reimbursement.

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

- To Divinebeingmetatron Ltd., Mesopotamias 8, 7041 Oroklini, Larnaka, Cyprus, email: contact@soulsystem.app:
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the sale of the following goods (*)/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.

How withdrawal works with us

This section is not part of the statutory notice. It only explains our withdrawal process. It does not alter your right of withdrawal.

What this policy covers

It covers your Reading, "Your Time", the partnership analysis, a second Reading, the course "The Hidden Purpose", the books "The Manifestation Lie" and "The Borrowed Self" and the gifts included with your purchase. It applies to each purchase on its own: to the order with your Reading, to each purchase on a page after your purchase and to each purchase in your portal. "We" means Divinebeingmetatron Ltd.. "The brand" means the brand name shown after "Offered by" when you order and at checkout. Other texts call it the "partner". At the bottom of the page and in the legal notice, the partner's name, address and email address appear under "Offered by".

Where to withdraw

You can withdraw by email or letter to the address above. You will find the digital withdrawal function on the brand's "Withdrawal policy" page: at the end of the page, above the footer, there is the "Withdraw from contract here" button. It leads to the withdrawal form. You do not need to sign in for this. Our support team handles your withdrawal; the brand does not receive a separate withdrawal case.

What the form asks for

The form asks for your name, your order number, your email address and what you are withdrawing from: everything from this order (this is preselected) or individual items. You then click "Confirm withdrawal". Immediately afterwards, you receive an email with the content of your withdrawal, the date and time, and the sentence "We will review this and get back to you." If you pay in instalments, your withdrawal always applies to the entire order, even if you choose individual items in the form.

Each purchase has its own order number. It appears in its purchase confirmation. With the form, you withdraw from the purchase with the order number you enter. For another purchase, you submit the form again.

Individual items

If you ordered several items, you may withdraw from individual items only, for example just the partnership analysis. In that case, you receive a refund of the price of that item. If you pay in instalments, this is not possible. You then always withdraw from the entire order. If you withdraw from your Reading, the purchase of the items you ordered together with it also ends, and you receive a refund of everything.

What you receive back

You receive a refund of the full price. We make no deductions, even if you have already received your Reading, watched the course or read a book. If you pay in instalments, the instalments you have paid are refunded. Outstanding instalments are cancelled and the instalment plan ends. If you paid with Klarna, the refund is processed through Klarna.

For addresses in the United Kingdom, section 8.10 of the Terms and Conditions for Readings (/agb) takes precedence.

Your access

If you withdraw from your Reading, your access to the Reading and to everything that belongs to the same order ends, including the gifts. Anything you paid for in a separate purchase remains available in your portal, for example the course, the books or a partnership analysis that you bought on a page after your purchase or later in the portal. If nothing remains paid for, your access to the portal has ended.

Each purchase on its own

The order with your Reading, each purchase on a page after your purchase and each purchase in your portal is a separate contract. Each has its own fourteen-day period starting on the day that contract is concluded. If you withdraw from one of them, the others remain in place, even if you withdraw from your Reading.

Credit for earlier purchases

If an earlier purchase was credited in a later one, for example the course when you then bought both books for €10, and you withdraw from the earlier purchase, you receive a refund of its price. The later purchase remains in place at the price you paid.

Books as PDFs

You can read a book you have bought in your portal right away. You can save it as a PDF from the 15th day after the purchase.

Questions

We answer questions about withdrawal by email at contact@soulsystem.app or by telephone on +357 99 729287.