Vertragsfragen

How can I revoke or cancel an order?

Domains are excluded from cancellation resp. return.

The legislator provides an exclusion of revocation for "personalized" articles/products. Orders are processed by us as quickly as possible so that a domain isn't assigned to another person for instance.

Therefore a right of revocation resp. return for domain and/or server orders is excluded. The orderers right of revocation expires prematurely if EUserv Internet has already begun with the execution of the service with the explicit approval of the orderer before the end of the revoking term (domain registration, setup and/or activation of the accounts, setup of the ordered server) or if the orderer has induced them on his own.

Please consult our GTC and the advice during the ordering procedure.

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