

Withdrawal information for treatments (services)

Mobile PMU · mobilepmu.com · version 1 of Sep 24, 2026

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (Mobile PMU, owner Fanny Kananga Kumande, Ottostraße 9, 47198 Duisburg, Germany, telephone: +49 151 26949335, e-mail: contact@mobilepmu.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. You can also exercise your right of withdrawal online at <https://mobilepmu.com/en/withdrawal>. If you use this online feature, we will send you an acknowledgement of receipt of the withdrawal on a durable medium (e.g. by email), including its content and the date and time of its submission, without undue delay.

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 14 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

For a service contract, your right of withdrawal expires early once we have fully performed the service, if we began performance only after you gave your express consent and at the same time acknowledged that you lose your right of withdrawal once we have fully performed the contract (section 356(5) no. 2 BGB).

If your treatment appointment falls within the withdrawal period, we will only carry out the treatment if you expressly requested, when booking, that we begin before the withdrawal period ends. Without that request, the treatment can take place at the earliest after the withdrawal period has ended.

Model withdrawal form

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

- To Mobile PMU, owner Fanny Kananga Kumande, Ottostraße 9, 47198 Duisburg, Germany, e-mail: contact@mobilepmu.com:
- 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.

Last updated: September 2026