

Revocation Policy

Silantes GmbH | Gollierstr. 70C | 80339 Munich | Germany

1. Right of Withdrawal

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

The withdrawal period expires **14 days after the day you, or a third party designated by you (other than the carrier), acquire physical possession of the goods.**

To exercise your right of withdrawal, you must inform us of your decision by means of a **clear statement on a durable medium** (e.g., by post, email, fax, or through our online form). You may use the model withdrawal form below, but it is not obligatory.

For orders placed through our online shop, you may find it most convenient to use our [online withdrawal form](#).

Model Withdrawal Form <i>(Complete and return this form only if you wish to withdraw from the contract.)</i>	
To: Silantes GmbH Gollierstr. 70C 80339 Munich, Germany Email: sales@silantes.com	
I/We hereby give notice that I/We withdraw from my/our contract of sale of the following goods:	
Ordered on / received on:	
Order number (if available):	
Name of consumer(s):	
Address of consumer(s):	
Storage conditions since delivery:	I confirm that the goods have been stored in accordance with the product storage instructions (including required temperature, light, and humidity conditions) from the time of delivery until dispatch of this notice. (If storage conditions deviated from instructions, please describe briefly: _____)
Signature (paper only):	
Date:	

2. Effects of Withdrawal

If you withdraw from this contract, we will reimburse all payments received from you, including delivery costs (except supplementary costs resulting from your choice of a delivery method other than the least expensive standard delivery offered by us).

Reimbursement will be made **without undue delay and no later than 14 days** from the day we receive your withdrawal notice.

We will use the same payment method you used for the original transaction unless you expressly agree otherwise. You will not incur any fees for this reimbursement.

We may withhold reimbursement until we have received the goods back or until you have supplied evidence of having sent back the goods, whichever is earlier.

You must send back the goods without undue delay and **no later than 14 days** after informing us of your withdrawal. The deadline is met if you dispatch the goods before the 14-day period has expired.

You bear the **direct cost of returning the goods**.

3. Exceptions to the Right of Withdrawal

The right of withdrawal does **not** apply to the following contracts, in accordance with Article 16 of Directive 2011/83/EU:

- **Goods made to the consumer's specifications or clearly personalised**, such as isotope-labelled biomolecules manufactured specifically for your research needs.
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4. Handling, Storage, and Condition of Returned Goods

You are entitled to inspect returned goods to the extent necessary to establish their nature, characteristics, and functioning — comparable to what would be permitted in a physical retail environment.

However, for the products sold by Silantes (stable isotope-labelled compounds and related biological materials), proper storage and handling during the withdrawal period is essential to preserve product quality. You are therefore responsible for storing and handling the goods in accordance with the **storage instructions provided with the product** (including temperature requirements, protection from light, moisture, and contamination) from the moment of delivery until the goods are received back by us.

Upon receipt of returned goods, Silantes will assess their quality against the specifications stated in the **Certificate of Analysis (CoA)** issued at the time of dispatch:

- If the returned goods **meet the CoA specifications**, full reimbursement will be made.
- If the returned goods **do not meet the CoA specifications** due to improper storage, handling, or return packaging, we will deduct an amount reflecting the **diminished value** of the goods in accordance with Art. 14(2) of Directive 2011/83/EU. In cases of complete loss of usability or resalability, this deduction may equal the full purchase price.

The assessment will be carried out promptly, and we will notify you of the outcome and any deduction before finalising reimbursement.

These requirements regarding storage, handling, and return packaging do not limit or restrict your statutory right of withdrawal; they solely govern the condition in which goods must be returned and the basis on which any deduction for diminished value may be calculated.

5. Right of Withdrawal for Custom Synthesis Services

If you have placed an order for a **custom synthesis service** (e.g., isotope-labelled RNA/DNA oligonucleotide synthesis or other made-to-specification biomolecular synthesis), the following applies:

The withdrawal period is **14 days from the date of contract conclusion** (i.e., from the date you receive our order confirmation), not from delivery of the finished product.

Commencement of service before expiry of the withdrawal period

If you wish us to begin work on your order before the 14-day withdrawal period has expired, we require your **express prior consent**. By confirming acceptance of your custom synthesis order, you:

1. expressly request that Silantes GmbH begin performing the service within the withdrawal period; and
2. acknowledge that once the service has been **fully performed**, your right of withdrawal is extinguished in accordance with Art. 16(a) of Directive 2011/83/EU.

If the service has only been **partially performed** at the time of withdrawal, you remain entitled to withdraw, but you will be liable to pay for the proportion of the service already rendered, calculated pro rata against the total agreed price, in accordance with Art. 14(3) of Directive 2011/83/EU.

Cancellation before work has begun

If you withdraw within the 14-day period and Silantes has not yet commenced work on your order, you are entitled to a full refund with no deduction.