



Withdrawal form

In compliance with the applicable legal and regulatory conditions, as a consumer you enjoy a right of withdrawal for distance sales (via internet or telephone). You are required to exercise this right within **fourteen (14) calendar days** following the activation of Services contained in your satellite internet access Package.

In order to exercise your right of withdrawal you must complete this form and send it to the following address within the aforementioned 14-day period:

Eutelsat S.A. – Konnect Service Management Client – 32, Boulevard Gallieni - 92130 Issy-les-Moulineaux – France

I hereby notify You of my intention to withdraw from the following service or sales contract:

Name of the Package:
Order date (optional)..... Package activated on (date):
Customer account number:

For the following reasons (optional):
.....
.....
.....
.....
.....

Contact information of the requester, private customer, customer account holder linked to the Package concerned by the withdrawal request*:

Family name: First name:
Address:
Postcode: City:

- ❖ I undertake to return, within a period of thirty (30) days following my decision to withdraw, the Modem (along with its connection and power supply cables) using suitable packaging so as to avoid any risk of damage to the equipment during transport. The return of my equipment shall be accompanied by the returns document provided to me. Failure to return my equipment within a period of thirty (30) days will result in me being invoiced for the Modem (price stated in the konnect Price Guide).
- ❖ I understand that any consumption prior to my decision to withdraw may be invoiced in compliance with legal and regulatory conditions applicable.
- ❖ I confirm that the information provided herein is correct.

Signed on (date): At:
Signature:

*Unless indicated "optional", the information collected is required to process your request. This information is the subject of automated processing under the responsibility of Eutelsat S.A. (which markets konnect's products and services) and is intended for use by departments within Eutelsat S.A., and its suppliers responsible for the processing of your request and subsequent actions. You also have a right to access, correct, limit, delete, oppose (for legitimate reasons) the processing of your personal data, their sharing with third parties, to oppose the reception of marketing information, a right to the portability of your data, a right to define what happens to your personal data after your death and, as appropriate, to withdraw your consent at any time. You can exercise your rights by sending an email to the following address: dpo@konnect.com or by regular mail at: Eutelsat S.A. – DPO Service konnect – 32, Boulevard Gallieni - 92130 Issy-les-Moulineaux – France, with proof of identity. For more information on your rights and the way in which Eutelsat S.A. stores and uses your personal data, we invite you to consult Our [Personal Data Protection Policy](#).

It's that simple.