

**From:** Thomann usa@thomann.de  
**Subject:** ! Your order with Thomann (20410895)  
**Date:** June 20, 2024 at 8:39 AM  
**To:** raburkhalter@comcast.net



Dear customer,

Thank you very much for ordering with Thomann and your trust in our products and services.

Please note that orders shipped to the US and its territories are exempt from European sales tax, however, can be subject to US import taxes. Since we specialize in the exportation of goods rather than importation, we are not experts in the policies and procedures for the calculation and collection of import fees in the US. We would recommend that you check the US CBP website or contact your local UPS office and they will be able to provide you with your detailed information.

Please confirm if you wish to proceed with this order by replying to this email. Your order will remain on hold until we hear from you.

## Items ordered



### 1x Dexibell Vivo S10

Availability: In stock within about one week

Item no. 547299

USD 3,059.00



### Shipping costs

USD 116.59

**Total amount**

**USD 3,175.59**

## Billing address

Robert Burkhalter  
741 Haverhill Drive  
USA Sunnyvale, CA 94087

## Delivery address

Robert Burkhalter  
741 Haverhill Drive  
USA Sunnyvale, CA 94087

Further information

Payment method

## Further information

Customer number	20410895
Order type	Order
Order number	202425.355925
Order date	20.06.2024
Shipping method	UPS Express Saver
Shipping date	ASAP

## Payment method

Paypal USD 3,175.59

## Your contact person



**Beray Dincay**  
[usa@thomann.de](mailto:usa@thomann.de)

Phone +49 9546 9223-532  
Fax +49 9546 9223-24

If the goods are available immediately your order will be shipped asap. Should particular positions of your order not be available at short notice with us or with our supplier, delays might occur. We would therefore kindly ask you for your understanding.

You will receive another confirmation email after your order has left us.

Best regards

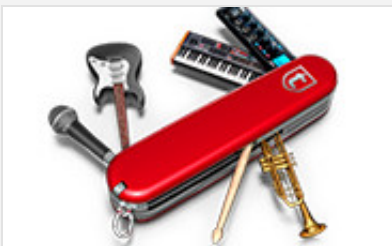
Your Thomann Team

E-Mail [usa@thomann.de](mailto:usa@thomann.de)  
Phone +49 9546 9223-532  
Fax +49 9546 9223-24

[Business Hours](#)  
[Customer Login](#)



## Info and news about Thomann



### Online Guide

Here you can find useful information on many subjects. Our experts provide you with tips and tricks regarding professional handling of instruments and music equipment.



### Blog

Stay in the loop with events, announcements, contests or news from the Treppendorf-Universse.



### Gift Certificates

The perfect gift for fellow musicians, relatives or friends. Guaranteed to put a smile on their faces.

## Instructions for withdrawal from the Contract

### 1. Statutory right of withdrawal

If the customer is a consumer (as per § 13 of the German Commercial Code), he/she shall be entitled to withdraw from this Contract within fourteen (14) days without giving any reason for doing so. The deadline for withdrawal shall be fourteen (14) days from the date on which the customer or a third party appointed by the customer, who is not the carrier, takes possession of the final goods delivered. In order to exercise the statutory right of withdrawal, the customer must notify us (Thomann GmbH, Hans-Thomann-Straße 1, 96138 Burgebrach, Germany. Tel: +49 9546 9223-476, Fax: +49 9546 9223-8399, Email: [sc.cc@thomann.de](mailto:sc.cc@thomann.de)) of his/her decision to withdraw from this Contract in a clear declaration (e.g. by sending a letter by mail, fax or email). The customer may use the withdrawal form template attached for this purpose; however, this is not obligatory. The withdrawal deadline shall be deemed to be met if the customer sends the communication concerning the exercise of the right of withdrawal before the expiry of the deadline.

### 2. Consequences of withdrawal

If the customer withdraws from this Contract, we must reimburse any payments we have received from the customer, including delivery costs (excluding any additional costs incurred if the customer has selected a different type of delivery to the cheapest standard delivery option offered by us) without delay, but no later than fourteen (14) days after the day on which we receive the notice of the customer's withdrawal from this Contract. We will use the same payment method the customer used for the original transaction in order to provide the reimbursement, unless otherwise expressly agreed; under no circumstances will the customer be charged a fee for this refund. We may withhold the reimbursement until we have received the returned goods or until the customer has provided proof that he/she has returned the goods, whichever is earlier. The customer must return or hand over the goods to us without delay and no later than fourteen (14) days from the date on which he/she notifies us of withdrawal from this Contract. The deadline is deemed to be met if the customer sends the goods before the expiry of the fourteen-day deadline. We shall bear the costs of returning the goods. The customer shall only be liable for any diminished value of the goods if this loss in value is attributable to any use or handling of the goods which is not deemed necessary in order to verify the condition, features and functioning of the goods.

### 3. Exclusions from the statutory right of withdrawal

The statutory right of withdrawal shall not apply in the following cases:

- Delivery of goods which are not prefabricated and have been manufactured on the basis of a personal choice or according to customer specifications, or of goods which have clearly been tailored to the customer's personal requirements.
- Delivery of sealed goods which are not suitable to be returned for reasons relating to health protection or hygiene if their seal has been removed after delivery.
- Delivery of audio or video recordings or computer software in sealed packaging if the seal has been removed after delivery.
- Delivery of newspapers, journals or magazines, excluding subscription contracts.

Here you will find a sample withdrawal form:

[https://www.thomann.de/pics/atg/atgdata/document/misc/cancellation\\_form\\_gb.pdf](https://www.thomann.de/pics/atg/atgdata/document/misc/cancellation_form_gb.pdf)

Our general terms and conditions with a reference to withdrawal instructions can be found here:

[https://www.thomannmusic.com/compinfo\\_terms.html](https://www.thomannmusic.com/compinfo_terms.html)

Thomann GmbH, Hans-Thomann-Str. 1, 96138 Burgebrach, Germany  
Managing Director: Johann Thomann, Company Registration Number: HRB 5862  
Commercial Register District Court of: Bamberg, Company Headquarters: Burgebrach

**th•mann**