

# Right of Withdrawal & Refund Policy

**Effective date:** 2026-02-08

**Legal version:** 2026-02-08

**Legal entity:** voice2evolve UG (haftungsbeschränkt)

**Registered office:** Amtsgericht Stuttgart, HRB 803557

---

*In case of discrepancies between translations, the English version prevails.*

**Last Updated:** 06.03.2026

This document sets out the withdrawal ("Widerrufsrecht") and refund policy for purchases made through **Voice2Evolve UG (haftungsbeschränkt)** ("Voice2Evolve", "we", "our"). This document applies exclusively to consumers. Business customers are not entitled to a statutory right of withdrawal and are governed solely by the applicable Master Services Agreement (MSA) or Order Form.

---

## 1. Nature of Our Service

Voice2Evolve provides digital, interactive training services, including mock interviews and AI-based simulations ("Services"). These Services are personalized, provided on demand, and may begin immediately after purchase if the Customer expressly requests immediate execution.

Consumers generally have a statutory right of withdrawal. However, where the Customer expressly consents to the immediate start of the Services and acknowledges the loss of the right of withdrawal, the right of withdrawal expires once performance of the Services has begun, in accordance with applicable law.

---

## 2. Right of Withdrawal (EU and Germany)

This Policy applies exclusively to consumers. Business customers are not entitled to a statutory right of withdrawal and are governed solely

by the applicable Master Services Agreement (MSA) or Order Form.

## **Widerrufsbelehrung (Deutschland)**

### **Widerrufsrecht:**

Sie haben das Recht, binnen vierzehn (14) Tagen ohne Angabe von Gründen diesen Vertrag zu widerrufen, sofern die Dienstleistung noch nicht begonnen hat. Die Widerrufsfrist beträgt vierzehn Tage ab dem Tag des Vertragsabschlusses.

Um Ihr Widerrufsrecht auszuüben, müssen Sie uns (Voice2Evolve UG (haftungsbeschränkt), E-Mail: [help@voice2evolve.com](mailto:help@voice2evolve.com)) mittels einer eindeutigen Erklärung (z. B. per E-Mail) über Ihren Entschluss, diesen Vertrag zu widerrufen, informieren. Sie können dafür das beigefügte Muster-Widerrufsformular verwenden, das jedoch nicht vorgeschrieben ist.

### **Folgen des Widerrufs:**

Wenn Sie diesen Vertrag widerrufen, erstatten wir Ihnen alle Zahlungen, die wir von Ihnen erhalten haben, unverzüglich und spätestens binnen vierzehn Tagen ab dem Tag, an dem die Mitteilung über Ihren Widerruf dieses Vertrags bei uns eingegangen ist.

### **Erlöschen des Widerrufsrechts:**

Ihr Widerrufsrecht erlischt gemäß § 356 Abs. 5 BGB, wenn wir mit der Ausführung der Dienstleistung begonnen haben, nachdem Sie ausdrücklich zugestimmt haben, dass wir mit der Ausführung des Vertrags vor Ablauf der Widerrufsfrist beginnen, und Sie gleichzeitig bestätigt haben, dass Sie Ihr Widerrufsrecht mit Beginn der Ausführung verlieren.

---

Under Article 16(a) of the EU Consumer Rights Directive (2011/83/EU) and § 356 Abs. 5 of the German Civil Code (BGB), consumers generally have a 14-day right of withdrawal for distance contracts. This right expires if the consumer has expressly consented to the immediate execution of the service and has acknowledged that the right of withdrawal is lost once execution begins.

During the checkout process, the consumer must actively provide the following consent via an unchecked checkbox before payment can be completed:

**Model Consent Text (as used in checkout):**

“I agree that Voice2Evolve may begin performing the service immediately after payment and I acknowledge that I lose my right of withdrawal once performance has begun.”

If the service has **not yet started**, you may still exercise your 14-day withdrawal right by notifying us via email at [help@voice2evolve.com](mailto:help@voice2evolve.com). In that case, we will provide a full refund within 14 days of your request.

---

### **3. Right of Withdrawal (United Kingdom)**

Under the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**, UK consumers have a 14-day right to cancel digital contracts unless they consent to immediate performance.

By confirming your order and selecting “start immediately,” you:

- Consent to the immediate provision of the digital service.
- Acknowledge that your statutory right to cancel is lost once the service begins.

If you contact us before the session starts, you may cancel within 14 days and receive a full refund.

---

### **4. United States - Refund Policy**

US law does not provide a statutory right of withdrawal for digital services. All payments made to Voice2Evolve are **final and non-refundable** once service begins.

If technical issues prevent the service from being delivered (e.g., server outage or payment error), Voice2Evolve will either:

- Reschedule the session at no additional cost, or

- Issue a full refund where required by applicable law or where Voice2Evolve determines, in good faith, that the service could not be delivered.
- 

## 5. How to Exercise the Right of Withdrawal (if applicable)

To verify eligibility for a refund or withdrawal request, Voice2Evolve requires one of the following:

- The **session ID**, which is included in your booking confirmation details; or
- The user must be **logged into their account** that purchased credits or booked the session.

Requests submitted without sufficient identifying information may be delayed or denied until the session ownership can be verified. For anonymous users who do not provide a session ID or who purchased without creating an account, refund eligibility may still be verified if the **Stripe transaction ID** is provided. This ID allows Voice2Evolve to confirm payment and match it to a session. Refunds or withdrawal requests that cannot be linked to a session through either a session ID or Stripe transaction ID cannot be processed.

If eligible and the session has not yet begun, you may withdraw from the contract within 14 days by submitting a clear statement to:

Voice2Evolve UG (haftungsbeschränkt)

Email: [help@voice2evolve.com](mailto:help@voice2evolve.com)

Address: Grabenstraße 26

71254 Ditzingen

Germany

Requests sent to [help@voice2evolve.com](mailto:help@voice2evolve.com) are handled as official legal and contractual notices for the purposes of this Policy.

We will confirm receipt of your request via email. Refunds will be issued within 14 days to the same payment method used for the purchase.

---

## 6. Summary Table

Region	Withdrawal Period	Applicable?	Waived When	Refund Policy
Germany / EU	14 days	Yes	When user consents to immediate execution	Full refund only before session begins
United Kingdom	14 days	Yes	When user consents to immediate execution	Full refund only before session begins
United States	None	No statutory right	N/A	No refund after session begins
B2B / Enterprise	N/A	No statutory right	N/A	Governed by MSA

## 7. Additional European Language Versions

To support accessibility for consumers across the European Union, Voice2Evolve provides non-binding summaries of this withdrawal policy in selected EU languages. These summaries are provided for convenience only. In the event of any discrepancy, the English version of this policy shall prevail.

### Français (France)

**Droit de rétractation :** Vous disposez d'un délai de quatorze (14) jours pour vous rétracter sans motif, sauf si la prestation a déjà commencé avec votre accord exprès. En confirmant votre achat, vous acceptez que le service commence immédiatement et reconnaissez que vous perdez votre droit de rétractation dès le début de l'exécution.

### Español (España)

**Derecho de desistimiento:** Usted tiene derecho a desistir del contrato en un plazo de catorce (14) días, salvo que haya dado su consentimiento expreso para que el servicio comience de inmediato. Al confirmar su compra, acepta que el servicio se inicie de inmediato y

reconoce que pierde su derecho de desistimiento una vez que la ejecución haya comenzado.

### **Italiano (Italia)**

**Diritto di recesso:** Lei ha il diritto di recedere dal contratto entro quattordici (14) giorni, a meno che non abbia acconsentito esplicitamente all'esecuzione immediata del servizio. Confermando l'acquisto, acconsente all'avvio immediato del servizio e riconosce di perdere il diritto di recesso una volta iniziata l'esecuzione.

### **Nederlands (Nederland)**

**Herroepingsrecht:** U heeft het recht om binnen veertien (14) dagen zonder opgave van reden de overeenkomst te herroepen, tenzij u uitdrukkelijk hebt ingestemd met onmiddellijke uitvoering. Door uw aankoop te bevestigen, stemt u in met onmiddellijke uitvoering van de dienst en erkent u dat u uw herroepingsrecht verliest zodra de uitvoering is begonnen.

---

## **8. Contact**

For all withdrawal or refund-related inquiries:

- Email: [help@voice2evolve.com](mailto:help@voice2evolve.com)
- Website: <https://voice2evolve.com/>

---

Voice2Evolve UG (haftungsbeschränkt) Grabenstraße 26 71254  
Ditzingen Germany

Managing Director: Matthias Osmaston Email: [help@voice2evolve.com](mailto:help@voice2evolve.com)

---

**Company address:** Grabenstr. 26, 71254 Ditzingen, Germany

**VAT ID:** DE459808424