

Withdrawal in Digital Sales

Organisational withdrawal handling and evidence guidance.

Working pack · Editable edition

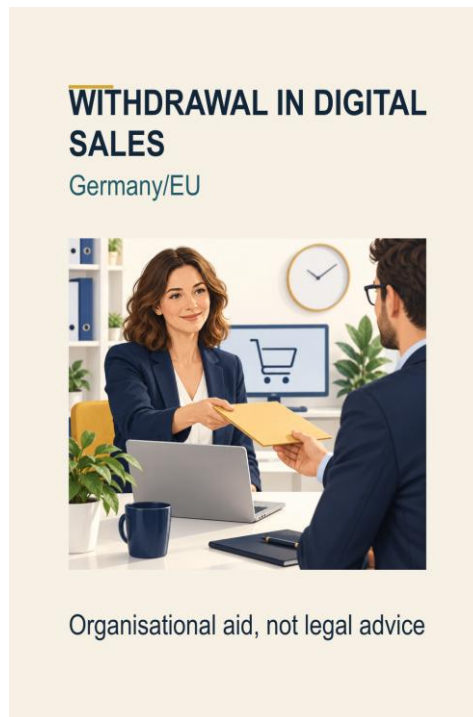


Figure 1 · Cover illustration; supplementary illustration. Use the guide and completed cards for the full detail.

Open the files

Extract the complete ZIP into its own folder first. In the top-level folder, open `widerruf-guide-en.pdf` for the guide and `widerruf-workbook-en.pdf` for the separate workbook. The matching DOCX files are editable. `widerruf-full-en.pdf` also combines all cases, exercises, sources and licence information in one document. Further editable templates are in `editable/en/`; Markdown and CSV working files are in `package/en/`. The German edition is included too.

Germany/EU · 19 September 2026 · EUR 49

Outcome: a traceable case file with evidenced answers, named unknowns and a clear handover.

- Read `GUIDE_EN.md` and assign roles and evidence storage.
- Import `WORKBOOK_EN.csv` as UTF-8 or copy the Markdown form. Use a separate file per matter.
- Practise with completed cases A/B; their evidence is entirely fictional.
- Record real answers with evidence, owner, date, next action and review. Unknowns stay open; inapplicability needs a reason.
- Before closure, verify execution and accessible evidence.

`INVENTORY_EN.md` lists every included file; `LICENSE_EN.md` sets out internal usage. `SOURCES.md` records legal sources. The guidance does not replace a specific professional decision or legal advice. This English edition does not extend the geographical scope.

Guide: Withdrawal in Digital Sales

Purpose and boundaries

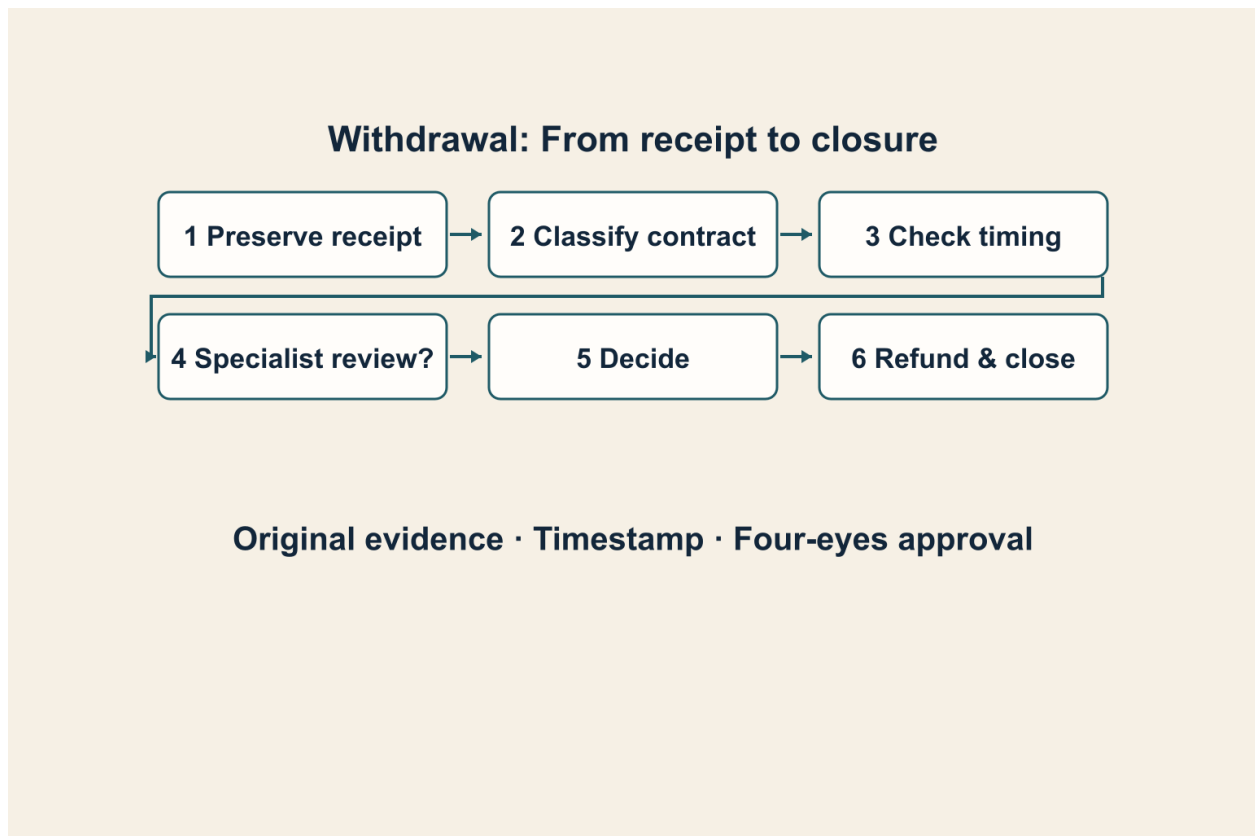


Figure 2 · Working sequence; supplementary illustration. Use the guide and completed cards for the full detail.

This guide establishes a repeatable operating flow: preserve the request, classify the contract, check information and timing evidence, document the decision, trigger unwinding and close the record. It is organisational guidance. It does not replace legal analysis, terms review, tax review or tailored consumer communications.

1. Preserve intake

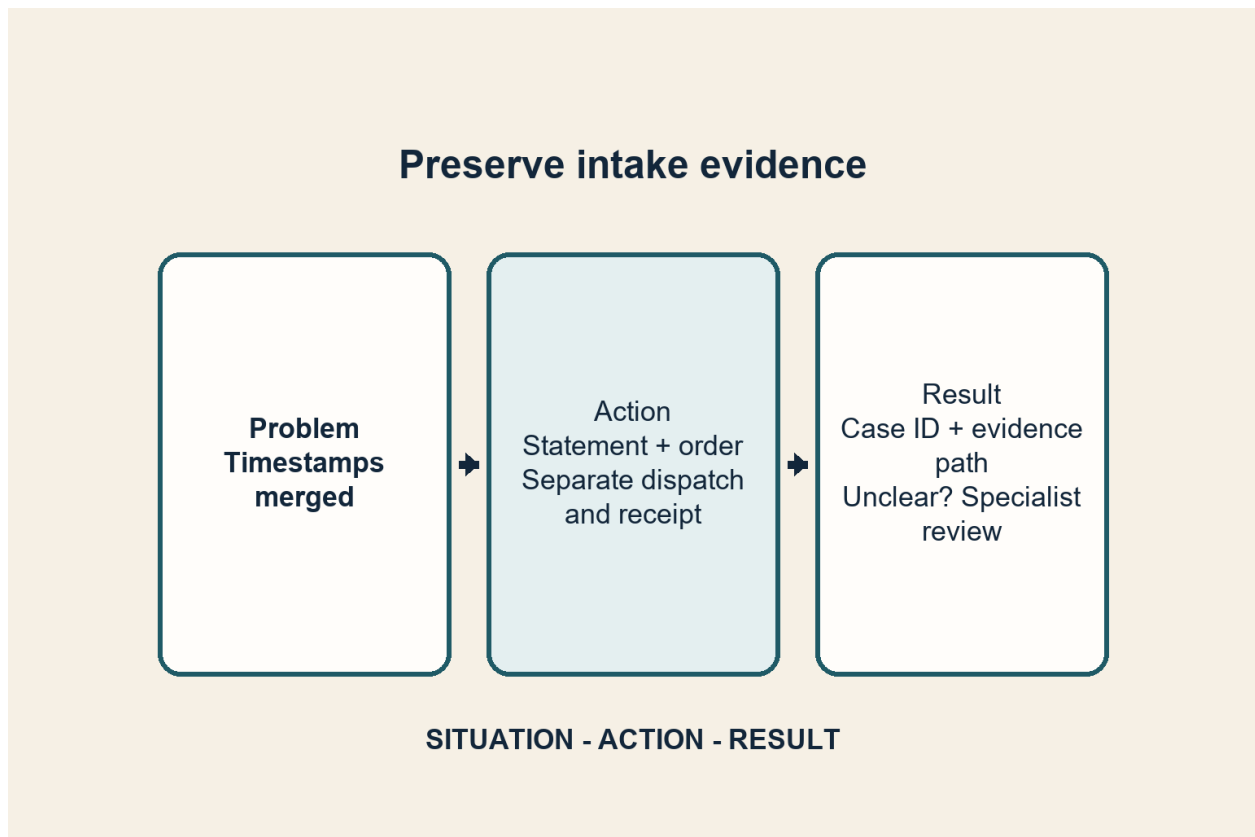


Figure 3 · Preserve intake evidence

Role: Intake. Assign a case ID. Preserve the message, headers or platform log, account/order reference, affected items and receipt timestamp in an append-only evidence location. A clear informal statement may be sufficient, so the team should not require one specific form. M1-WD-02 records source, time zone and evidence path.

If the contract was concluded through an online user interface, also check the visible withdrawal function under BGB section 356a. Preserve the function path, dispatch time, confirmation action and the immediate durable-medium receipt. Keep WD02-DISPATCH-AT/WD02-DISPATCH-EVIDENCE separate from downstream WD02-RECEIVED-AT; do not merge timely dispatch and later receipt into one field.

Stop 1: If the contract is missing or the sender cannot be matched, keep the case open and route it to specialist review. Do not auto-reject.

2. Classify contract and subject matter

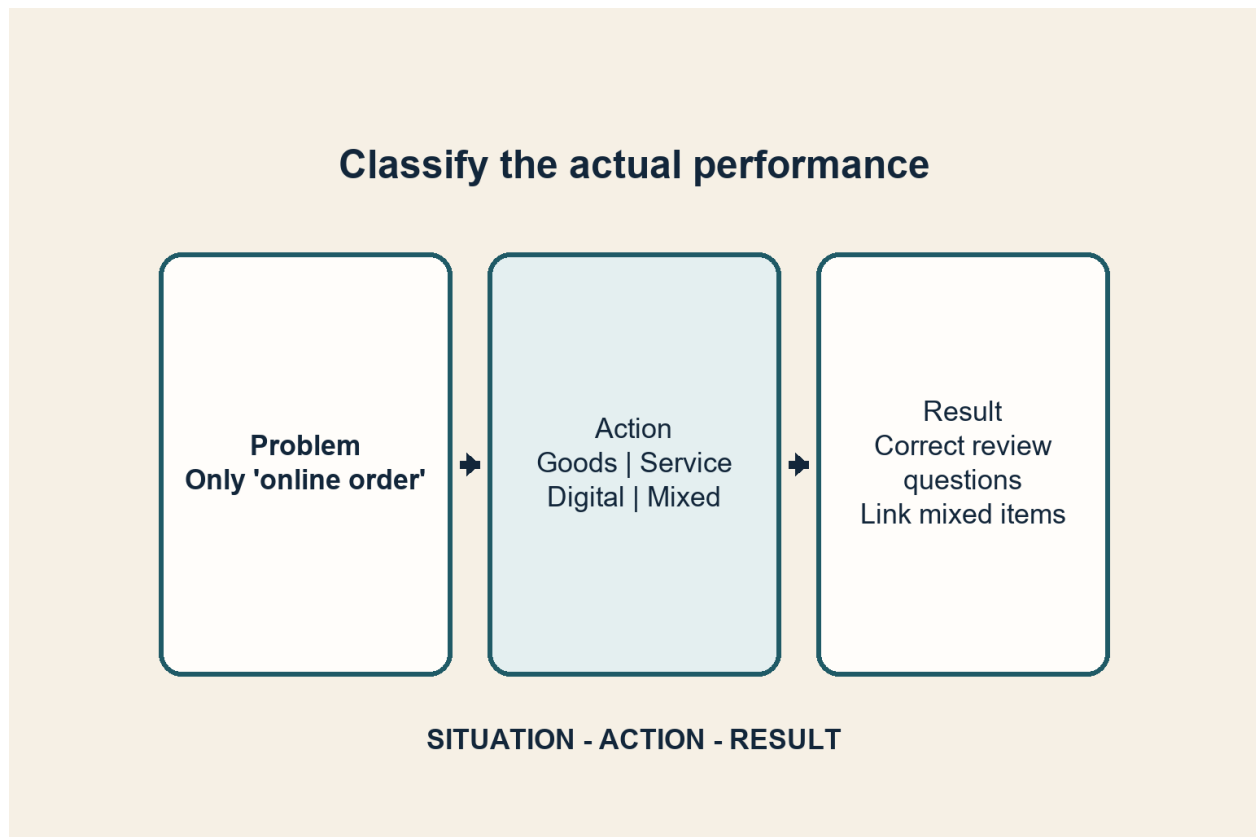


Figure 4 · Classify the actual performance

Record whether the matter concerns goods, a service, digital content or a mixed performance; whether it was distance or off-premises; who is consumer and trader; and whether split deliveries or a subscription are involved. Flag possible exceptions under German BGB section 312g(2) and the specific rules for services/digital content. A flag is a review question, not a conclusion.

3. Establish timing evidence

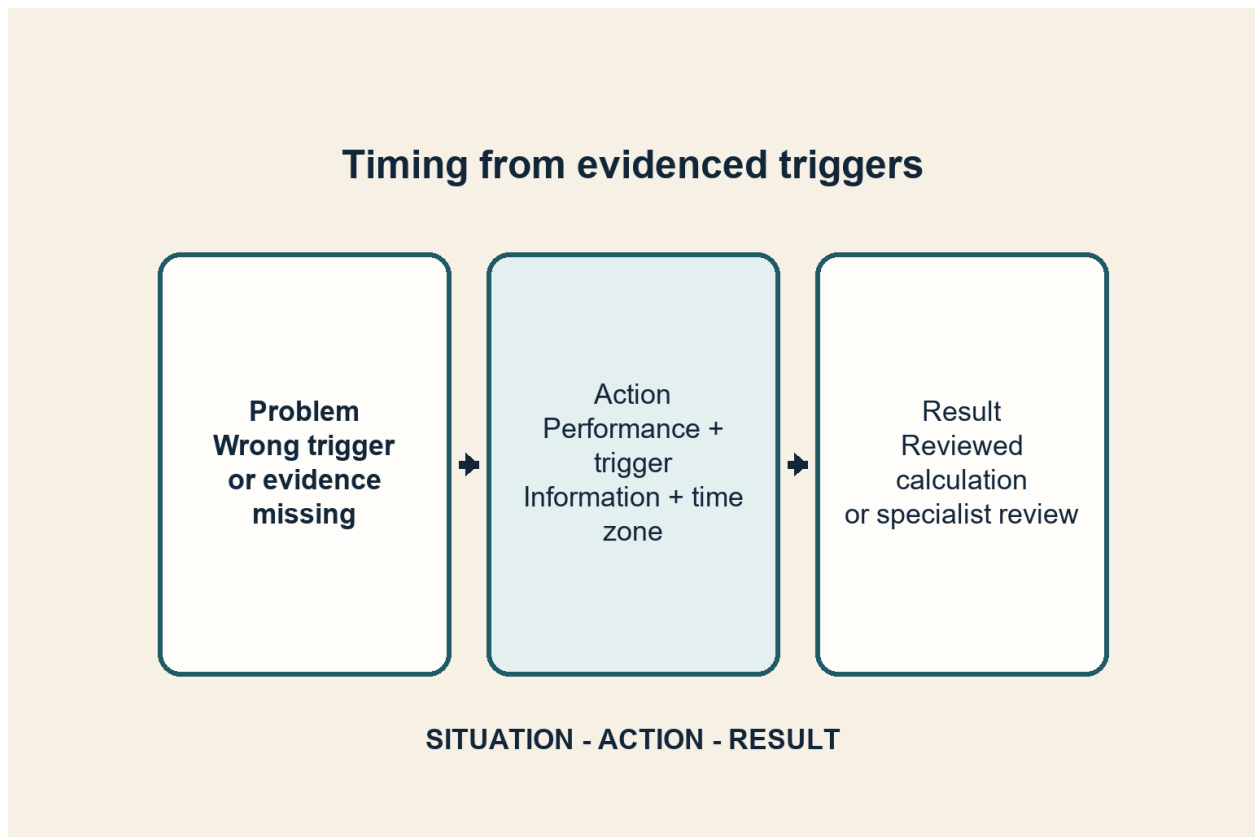


Figure 5 · Timing from evidenced triggers

For services, the EU 14-day period generally starts at conclusion; for goods, generally when possession is acquired, subject to information defects and special rules. M1-WD-03 records contract date, possession/provision date, withdrawal-information evidence, start, end, time zone, calculation rule and reviewer. If information was missing or late, set “specialist review” rather than guessing.

4. Review digital performance separately

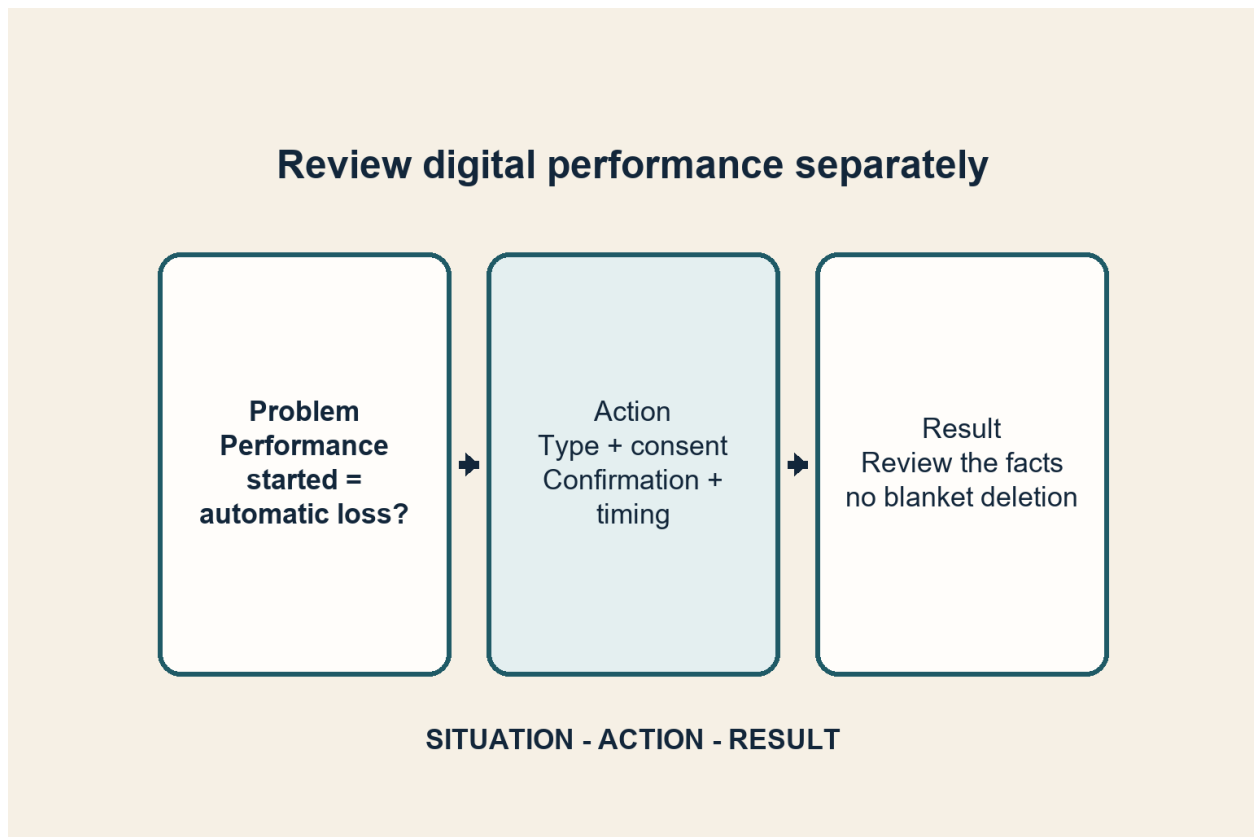


Figure 6 · Review digital performance separately

For digital content or services, start of performance, express consent and confirmation concerning loss of withdrawal rights may matter. Record consent, time, confirmation text and the performance concerned. On termination or withdrawal, assess data and use consequences under the BGB; M1-WD-06 separates personal data, consumer-created content and internal backup data. Never delete by blanket rule.