

Right of Withdrawal for Juqed Web

Generated on 2026-08-10 from <https://juqed.com/en/legal/right-of-withdrawal>

Right of Withdrawal for Juqed Web

Last updated: 8 August 2026 · These instructions belong to the [Terms and Conditions for Juqed Web](#) and apply to consumers within the meaning of § 13 of the German Civil Code (BGB). This is a translation; the [German version](#) prevails.

Which contracts do these instructions cover?

The paid contracts for Juqed Web: the **Juqed Web Gold** subscription (week, month or year) and the one-off purchase **Juqed Web Pro**.

They do not cover the free account and the free tier – there is no payment to be returned there – nor purchases in the Juqed (Mac) and Juqed Go (iPhone and iPad) apps. Those purchases are handled by Apple; please contact Apple about them.

Right of withdrawal

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

The withdrawal period is fourteen days from the day of the conclusion of the contract.

To exercise your right of withdrawal, you must inform us

Michael Hankemann

Zum Gehölz 2

45731 Waltrop

Germany

E-mail: mail@juqed.com

of your decision to withdraw from this contract by an unequivocal statement (for example a letter sent by post or an e-mail). You may use the model withdrawal form printed below, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

How to declare withdrawal

There are three ways. All three are equivalent; each of them meets the deadline.

1. Without signing in – the withdrawal function on web.juqed.com. The footer of every page carries the button “**Withdraw from contract**”. It leads to a form that needs no sign-in: your name and e-mail address are enough. This is the electronic withdrawal function pursuant to § 356a BGB. Your

declaration counts as made the moment you submit it. We confirm receipt without undue delay by e-mail on a durable medium, stating the content, date and time.

2. In your account. If you are signed in, you can reach the same function from your account. A click from a signed-in session is also your proof of identity – no additional e-mail confirmation is then needed.

3. Informally. An e-mail to mail@juqed.com or a letter to the address above is equally sufficient. Please state your name and the e-mail address of your account so that we can identify the contract.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

The refund is processed through our payment provider **Paddle**, through which your purchase was made. Depending on your bank or card issuer it may take a few working days for the amount to reach you.

Withdrawal ends the contract. Your account falls back to the free tier; account, settings and data remain. **A running event is not interrupted by this.**

No compensation for value – and no early expiry

For contracts for services, the law provides that you may owe us a proportionate amount for the service already provided up to the point of withdrawal, if you expressly requested that we begin before the end of the withdrawal period. **We waive this.** You get your payment back in full, even if you have used Juqed Web in the meantime.

Nor do we let your right of withdrawal expire early. We do not make use of the option the law provides for digital content (§ 356 (5) BGB): **your right of withdrawal lasts the full fourteen days**, regardless of whether and how much you have used in that time.

Renewals of a subscription

The fourteen days run from the day the contract was concluded – that is, from the day you took out the subscription. **An automatic renewal is not a new conclusion of contract** and does not restart the period.

Once the withdrawal period has expired, you can **cancel** at any time instead. There is no notice period: your subscription then runs until the end of the period already paid for and does not renew. There is a button for that in the footer of every page on web.juqed.com too – “Cancel contracts here” – and it works without signing in. The details are in section 6 of the [terms](#).

Model withdrawal form

If you wish to withdraw from the contract, you can fill in this form and send it back to us. It is not obligatory – an informal, unequivocal statement is equally sufficient.

Model withdrawal form

To Michael Hankemann, Zum Gehölz 2, 45731 Waltrop, Germany, e-mail: mail@juqed.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the supply of the following service:

☐ Juqed Web Gold (subscription) ☐ Juqed Web Pro (one-off purchase)

Ordered on: _____

Name of consumer(s): _____

E-mail address of the account: _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____

(*) Delete as appropriate.

Questions about withdrawal

If you are unsure whether your declaration has arrived or which contract it concerns, write to mail@juqed.com. We always confirm declarations that reach us through the withdrawal function – even where the period has already expired or we find no contract for the address given. In that case we write to you explaining what is possible instead.

Provider identification pursuant to § 5 DDG (German law)

Legal Notice (Impressum)

As of: July 10, 2026

Information pursuant to § 5 DDG

Michael Hankemann

Zum Gehölz 2
45731 Waltrop
Germany

Email: mail@juqed.com

This legal notice covers all of the operator's offerings: **juqed.com** (website), **go.juqed.com** (Juqed Go guest page) and **web.juqed.com** (host access with user account), as well as the Juqed and Juqed Go apps. The applicable privacy policy for each is available under [Legal](#).

Responsible person pursuant to § 18 (2) MStV

Michael Hankemann, Zum Gehölz 2, 45731 Waltrop, Germany

VAT identification number

VAT identification number pursuant to § 27a of the German VAT Act (Umsatzsteuergesetz):
DE463506983

Note: The Juqed app is distributed exclusively through the Apple Mac App Store. Apple Inc. acts as Merchant of Record and is responsible for processing the purchase, including its tax treatment.

Dispute resolution

The operator is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board (§ 36 VSBG).

Liability for content

The contents of this site have been created with the greatest care. However, no guarantee can be given for the accuracy, completeness or currency of the contents. As a service provider, the operator is responsible under § 7 (1) DDG for own content on these pages in accordance with general laws.

Liability for links

This website contains references to external third-party websites (Apple Mac App Store, Hetzner Online GmbH, LDI NRW) over whose content we have no influence. The respective provider is always responsible for the contents of linked pages. Should we become aware of any legal violations, the

corresponding links will be removed promptly.

Copyright

The content and works on this site created by the operator are subject to German copyright law.

Duplication, processing, distribution and any form of exploitation outside the limits of copyright require the written consent of the author. Juqed assumes no responsibility for the music content played through the app. The host is responsible for complying with copyright in their own music collection.