

## Right of Withdrawal — version 2026-09-23

Archived version, unchangeable · Version date: 23.09.2026 · <https://streamtik.io/widerruf/2026-09-23/>

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### Right of Withdrawal — StreamTik Interactive

#### Seller and payment processing

StreamTik subscriptions are sold and invoiced by StreamTik Interactive UG (haftungsbeschränkt). Payment is processed by Stripe as the payment service provider (Stripe Payments Europe, Ltd., Ireland); Stripe is not the seller and is not the recipient of your withdrawal declaration.

Address your withdrawal declaration to:

StreamTik Interactive UG (haftungsbeschränkt)

Ludwig-Erhard-Straße 18

20459 Hamburg

Germany

Email: [support@streamtikgames.com](mailto:support@streamtikgames.com)

Withdrawal form: <https://streamtik.io/withdraw/>

StreamTik Interactive provides the digital content and digital services included in the subscription.

#### Right of withdrawal for EU/EEA consumers

If you are a consumer residing in the European Union or European Economic Area, you generally have the right to withdraw from the contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the date on which the contract is concluded.

The withdrawal must be declared to StreamTik as the seller. You must inform us of your decision by means of an unequivocal statement.

There are three ways to do this:

- through the withdrawal form at <https://streamtik.io/withdraw/>, which needs no sign-in,
- by email to [support@streamtikgames.com](mailto:support@streamtikgames.com),
- using the model withdrawal form, which is set out in the German version of this withdrawal information.

It is sufficient to send your withdrawal declaration before the withdrawal period expires.

#### Early expiry for digital content

The StreamTik subscription includes digital content, including downloadable software and games.

Your right of withdrawal in respect of digital content that is not supplied on a tangible medium may expire before

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the end of the fourteen-day withdrawal period where the applicable legal requirements are met.

This may occur where performance has begun after you expressly consented to performance beginning before the end of the withdrawal period, acknowledged that you would thereby lose your right of withdrawal in respect of the digital content once performance begins, and received the legally required contract confirmation.

### Digital services

The StreamTik subscription also includes digital services, including browser-based features and cloud or server functionality.

You may expressly request that these services begin before the end of the withdrawal period.

For paid services, the right of withdrawal generally expires only once the relevant service has been fully performed and the applicable statutory requirements are met.

If you withdraw after requesting that services begin during the withdrawal period, you may, where permitted by applicable law, be required to pay a proportionate amount for services already provided.

### Effects of withdrawal

Where a valid withdrawal is exercised, payments relating to the withdrawn contract will be refunded in accordance with applicable law.

Refunds are arranged by StreamTik as the seller and paid out through the payment service provider Stripe.

Where possible, the refund will be made using the same payment method used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fee because of this refund.

Following a valid withdrawal and refund, access to the relevant StreamTik products will end. StreamTik software requires an active licence and can no longer be used once that licence has been revoked.

### Free trial

The monthly StreamTik subscription may include a seven-day free trial.

To prevent the subscription from becoming chargeable, you must cancel it before the end of the free-trial period.

Cancellation of a free trial is separate from exercising a statutory right of withdrawal.

Beyond statutory entitlements, StreamTik does not grant voluntary refunds.

A withdrawal is likewise declared to StreamTik; the ways to do so are set out in the section on the right of withdrawal above.

### Consumers outside the EU/EEA

Withdrawal and refund rights may differ depending on your country or region.

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The rights applicable to your purchase are governed by the mandatory consumer laws applicable to you and by these withdrawal terms of StreamTik as the seller.

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