

Right of Withdrawal — version 2026-09-24-3

Archived version, unchangeable · Version date: 24.09.2026 · <https://streamtik.io/widerruf/2026-09-24-3/>

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

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

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

Right of withdrawal

If you are a consumer in the European Union or the European Economic Area, 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 on which the contract is concluded. It starts with the conclusion of the contract because the StreamTik subscription covers services and digital content that is not supplied on a tangible medium.

To exercise your right of withdrawal, you must inform us

StreamTik Interactive UG (haftungsbeschränkt)

Ludwig-Erhard-Straße 18

20459 Hamburg

Germany

Email: support@streamtikgames.com

of your decision to withdraw from this contract by an unequivocal statement (for example a letter sent by post or an email). You may use the model withdrawal form at the end of this withdrawal information, but it is not obligatory.

There are three ways to declare the withdrawal:

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- through the withdrawal form at <https://streamtik.io/withdraw/>, which needs no sign-in,
- by email to support@streamtikgames.com,
- using the model withdrawal form at the end of this withdrawal information, by email or by post.

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.

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 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 confirmation of the contract on a durable medium.

You give the express consent to the immediate start and the acknowledgement that you lose your right of withdrawal during checkout together through a separate tick box.

You receive the confirmation of the contract by email after the purchase.

Supply may begin in particular when access is unlocked or when the digital content becomes available for download.

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. You make that request during checkout through a separate tick box.

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

If you requested that the services begin during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated to us your withdrawal from this contract, in comparison with the full coverage of the services owed under the contract.

That amount is payable only for services for which a price is owed under the contract.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you without undue delay and no later than fourteen days from the day on which we are informed about your decision to withdraw from this

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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 no case will you be charged any fee because of this reimbursement.

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

An amount payable for services provided up to the withdrawal remains unaffected; the details are set out in the section on digital services above.

Following a valid withdrawal, access to the StreamTik products covered by the withdrawn contract 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.

The withdrawal period also runs from the day the contract is concluded while a free trial is in progress. It does not start only at the end of the trial.

For days of the trial for which you pay no price, no amount for services provided is payable.

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.

Electronic withdrawal function

StreamTik provides an electronic withdrawal form at <https://streamtik.io/withdraw/>.

You can reach it without signing in; access to a customer account is not required for it.

After submitting an electronic withdrawal you receive an electronic confirmation that your declaration has been received.

In the form you only need to give the details that make your declaration and your contract identifiable. Details such as an order number or an order date are voluntary; they help us match your declaration, and your withdrawal is effective without them.

During the withdrawal period the withdrawal function can be reached in the footer of every page, where it is labelled "Withdraw from contract".

You complete your declaration in the form with the button "Confirm withdrawal". The confirmation of receipt states the content of your declaration together with the date and time it was received.

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Consumers outside the EU and the EEA

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

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.

Note for business customers

The statutory right of withdrawal under the rules on consumer contracts is granted to consumers.

If you buy the StreamTik subscription as a business customer, acting in the course of your trade, business or profession, different rules may apply.

Model withdrawal form

If you wish to withdraw from the contract, please fill in this form and send it back. The use of this form is not obligatory.

To:

StreamTik Interactive UG (haftungsbeschränkt)

Ludwig-Erhard-Straße 18

20459 Hamburg

Germany

Email: support@streamtikgames.com

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

- Ordered on (*)/received on (*):

- Name of consumer(s):

- Address of consumer(s):

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

- Date:

(*) Delete as appropriate.

Voluntary details: you may additionally give the email address of the account used for the purchase and an order or invoice number. These details are voluntary and help us match your declaration; your withdrawal is effective without them.

Email address of the account used for the purchase (voluntary):

Order or invoice number (voluntary):

You can also declare the withdrawal informally by email to support@streamtikgames.com or through the withdrawal form at <https://streamtik.io/withdraw/>.

This English form follows the model set out in Annex I(B) of Directive 2011/83/EU; the German model form under Anlage 2 to Article 246a § 1 (2) sentence 2 EGBGB is set out in the German version of this withdrawal information.

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