Refund Policy for ATHLYZERteam and miniATHLYZER

(As of 4 November 2026)

This policy summarises when you receive payments back for ATHLYZERteam and miniATHLYZER. The General Terms and Conditions of ATHLYZER GmbH for ATHLYZERteam and miniATHLYZER (version 2.1), including the withdrawal notice attached to them, are authoritative. In the event of any discrepancy, the Terms and Conditions prevail.

1. Right of withdrawal for consumers

If you act as a consumer, i.e. you use the software predominantly for private purposes, you have a statutory right of withdrawal of 14 days from the conclusion of the contract (Section 3 of the Terms and Conditions and the withdrawal notice).

– **Refund:** If you withdraw effectively, we will refund all payments received from you without undue delay and no later than 14 days from receipt of your withdrawal, using the same means of payment. You will not be charged any fees for this refund.

– **Proportionate amount:** If you requested that we begin providing the service during the withdrawal period, you will pay us a proportionate amount for the period up to your withdrawal; only the remainder will be refunded.

– **Early expiry:** The right of withdrawal expires early if we have begun providing the service after you expressly consented to this during the ordering process and confirmed that you thereby lose your right of withdrawal (Section 356 (4) and (5) of the German Civil Code, BGB). Without this consent, we will only activate the software after the withdrawal period has ended.

2. Clubs, companies and other business customers

Customers who do not act as consumers, such as clubs, associations, schools, companies or self-employed coaches, have no right of withdrawal (Section 3 (4) of the Terms and Conditions).

– ATHLYZERteam has a fixed term of 12 or 24 months, miniATHLYZER of 12 months (Section 4 (1) of the Terms and Conditions).

– Ordinary termination before the end of the fixed term is not possible. Rent already paid is therefore not refunded on a pro rata basis. The right to terminate for good cause remains unaffected (Section 4 (6) of the Terms and Conditions).

– The contract is extended by the same period unless it is terminated in text form no later than three months before the end of the term. We will remind you no later than six weeks before this deadline expires (Section 4 (3) and (5) of the Terms and Conditions).

ATHLYZER GmbH
Mittelstedter Weg 27 B
61348 Bad Homburg

Tel.: +49 151 25259779
E-Mail: info@athlyzer.com
Web: www.athlyzer.com

Frankfurt
HR-Nr.: HRB 109049
USt-ID: DE312948635
Steuer-Nr.: 045 228 54587
Geschäftsführung: Dr. Christoph Mickel

Taunus Sparkasse
IBAN: DE56 5125 0000 0001 0853 36
BIC: HELADEF1TSK

3. Termination by consumers

As a consumer, you may terminate the contract in text form with four weeks' notice to the end of the term. Otherwise, the contract is extended for an indefinite period and may then be terminated at any time with one month's notice (Section 4 (2) of the Terms and Conditions).

4. Sponsored licences

Sponsored miniATHLYZER licences are free of charge for the recipient. No payments are made; there is therefore no right of withdrawal and no refund. Sponsored licences end with the sponsorship period without the need for termination (Section 3 (4), Section 4 (4) and Section 13 of the Terms and Conditions).

5. How to withdraw

Send us a clear statement, for example by email to info@athlyzer.com or by post to ATHLYZER GmbH, Mittelstedter Weg 27 B, 61348 Bad Homburg v. d. Höhe, Germany. You may use the model withdrawal form attached to the Terms and Conditions, but this is not mandatory. Please state your name, your registered email address and the date of your order. To meet the deadline, it is sufficient to send your withdrawal before the 14 days have expired.

6. After the contract ends

– Your access to the software ends.

– You can export the data you created with the software for up to 30 days after the contract ends (Section 4 (9) of the Terms and Conditions).

– Please uninstall the software from all devices and delete any remaining software files (Section 4 (8) of the Terms and Conditions).

This English version is a convenience translation. Only the German version is legally binding. In the event of any discrepancy between the two versions, the German version shall prevail.