

Withdrawal Policy

This information applies to consumers who enter into a paid distance contract with Acadex. It explains your statutory right to withdraw from the contract.

Withdrawal is not the same as cancelling an ongoing subscription. The difference is set out below. The free Explore plan creates no payment obligation, and nothing on this page changes that.

Last updated: September 2026

Your right of withdrawal

If you are a consumer and enter into an eligible paid contract with Acadex at a distance, you generally have the right to withdraw from that contract within fourteen days without giving a reason.

The withdrawal period is fourteen days and generally begins on the day the contract is concluded. To exercise the right, you must tell us clearly that you want to withdraw. You do not need to explain why.

You can do this by:

- using our [electronic withdrawal function](#),
- sending us an email,
- sending us a letter,
- or using the model withdrawal form provided below.

To meet the deadline, it is enough that you send your withdrawal declaration before the period expires.

Where to send your withdrawal

Acadex Solutions UG (haftungsbeschränkt)

Reuterweg 5
49637 Menslage
Germany

Email: info@acadex.io

If you concluded the contract online, the easiest way to withdraw is through our [electronic withdrawal function](#).

Electronic withdrawal

If you concluded an eligible contract through our online interface, you can use the electronic withdrawal function during the statutory withdrawal period. You do not need to contact support first, and you do not need to give a reason.

We only ask for what is needed to identify you and the contract, and to send you confirmation that your withdrawal was received. Once you submit it, we send an electronic confirmation without undue delay containing at least:

- the content of your withdrawal declaration,
- the date it was received,
- the time it was received.

What happens when you withdraw

If you validly withdraw, we return the payments received from you for the withdrawn contract in accordance with the statutory requirements. The refund is generally made no later than fourteen days after your withdrawal declaration reaches us.

Unless expressly agreed otherwise, we use the same payment method you used for the original transaction. You are not charged any fee for the refund.

If statutory compensation is due for services already provided before your withdrawal, that amount may be taken into account as permitted by law.

If you want to use Researcher immediately

Researcher is designed to be available immediately after purchase. If you want us to begin providing the service before your fourteen-day withdrawal period has ended, we ask you to request that expressly during checkout. The option is not preselected.

The checkout uses wording along these lines:

"I expressly request that Acadex begin providing the Researcher service before the end of my 14-day withdrawal period. I understand that if I withdraw after performance has begun, I may have to pay reasonable compensation for the service provided up to the time of withdrawal where the statutory requirements are met."

We do not treat the purchase itself as an automatic request to begin performance early for the purposes of statutory compensation.

Withdrawal after immediate use has begun

Using Researcher before the fourteen-day period has ended does not, by itself, remove your right of withdrawal.

If you expressly requested that we begin providing the service during the withdrawal period and then withdraw before it ends, you may be required to pay reasonable compensation for the service already

provided — but only where the statutory requirements for that compensation are met.

Under German law, the calculation is generally based on the agreed total price. If that total price is disproportionately high, the market value of the service already provided can instead be relevant. Acadex will not invent an arbitrary retrospective price for individual credits or tokens in order to calculate statutory compensation. Where compensation is due, we will explain how it was calculated.

When the right of withdrawal can expire early

For a paid service, the right of withdrawal can expire before the fourteen days have ended if the service has been fully performed and the statutory requirements for early performance and the loss of the withdrawal right have been met.

This requires more than logging in or using Acadex once. In particular, the statutory requirements concerning your express agreement to early performance and your acknowledgement of the consequences must be satisfied. For an ongoing Researcher subscription, activating the account or using individual functions does not automatically mean the service has been fully performed.

Withdrawal is not the same as cancellation

The two mechanisms have different purposes.

Withdrawal

Withdrawal is a statutory consumer right that applies during the relevant withdrawal period. A valid withdrawal unwinds the affected contract according to the statutory rules.

[Withdraw from contract →](#)

Cancellation

Cancellation ends an ongoing Researcher subscription for the future. With an ordinary cancellation, Researcher generally remains active until the end of the applicable paid billing period. After that, your account generally returns to Explore.

[Cancel contracts here](#) →

Model withdrawal form

You do not have to use this form. If you prefer to submit your withdrawal yourself by email or post, you can use the following template.

To

Acadex Solutions UG (haftungsbeschränkt)

Reuterweg 5
49637 Menslage
Germany
info@acadex.io

I/We hereby give notice that I/we withdraw from my/our contract for the provision of the following service:

Service / plan

Ordered on

Name of consumer(s)

Address of consumer(s)

Email address associated with the Acadex account

Date

Signature of consumer(s)

Signature required only if this form is submitted on paper.

Having trouble withdrawing online?

You do not have to justify your decision to exercise a statutory right of withdrawal.

If the electronic withdrawal function is unavailable or does not work correctly, you can send your withdrawal declaration directly to info@acadex.io. To meet the deadline, it is enough to send the declaration before the withdrawal period expires.

Further information

[Terms of Use](#) →

[Privacy Policy](#) →

[Pricing](#) →

[Cancel contracts here](#) →