

# MODEL WITHDRAWAL FORM

For contracts concluded with Consumers

Version 1.0 | Effective as of 15.05.2026

## Information for the Consumer

Consumer - you have the right to withdraw from your MUYA Services agreement within 14 days of its conclusion, without giving any reason. Simply send the completed form (below) or any unambiguous statement to: hi@muya.app. You will receive a refund within 14 days via the same payment channel (App Store / Google Play). NOTE: by commencing use of the Application with your express consent given upon acceptance of the Terms of Service, you lose the right of withdrawal to the extent that the Service has already been performed (Art. 38(1)(13) of the Consumer Rights Act).

## Withdrawal Form

(Complete and return this form only if you wish to withdraw from the contract)

### Addressee:

Sopraya Sp. z o.o.

ul. Krasińskiego 20, 64-800 Chodzież, Poland

e-mail: hi@muya.app

I/We (\*) hereby give notice of my/our (\*) withdrawal from the contract for the provision of the following service:

**Service name: [e.g. MUYA subscription - monthly plan]**

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**Date of contract / purchase: [DD.MM.YYYY]**

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**Consumer's full name: [FIRST NAME SURNAME]**

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**Consumer's postal address (optional): [STREET, POSTCODE, CITY, COUNTRY]**

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**MUYA Account email address: [E-MAIL]**

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**Transaction identifier (App Store / Google Play): [OPTIONAL - will speed up processing]**

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**Date: [DD.MM.YYYY]**

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**Consumer's signature** (only if the form is submitted in paper form):

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(\*) delete as appropriate