



## Reconsideration period for parking using the NS app

As a consumer, you are entitled to a **14-day reconsideration period** after the moment you start your first period of parking using the NS app (hereinafter also referred to as the “NS parking app”). If you change your mind during that time, you can revoke your use of the NS parking app without stating your reasons and dissolve the contract with NS for use of the parking app (revocation). This is referred to as the right of withdrawal. This page includes information about how to exercise that right.

### How to exercise your right of withdrawal

The reconsideration period of 14 days commences on the day after you first use the NS parking app, i.e. up to the fourteenth day after the moment you start your first period of parking in the app. If you have changed your mind, you simply contact our Customer Service department by phone, chat or social media and tell us that you want to exercise your right of withdrawal. More information can be found on [www.ns.nl/en/customer-service/contact](http://www.ns.nl/en/customer-service/contact). You can also use the Right of Withdrawal Template Form below.

### End of parking using the NS app/end of the agreement to that effect

The option of using the NS app for parking is a standard component of NS Flex. It is therefore not possible to terminate the agreement about parking using the NS app without also terminating NS Flex. Once you have told the Customer Service department that you are exercising your right of withdrawal, we will therefore terminate NS Flex and the ability to park using the NS App (and the agreement to that effect) along with it. If you use the NS Business Card privately with the Shared Payment Service, parking via the NS app (and the agreement to that effect) will be terminated at that moment.

### If you have already parked using the NS app

When you first start a period of parking in the NS app, you are asking NS to make the parking app available for you to use during the reconsideration period, so that you will already be able to use the NS parking app. You therefore still owe NS the costs for using the NS parking app, i.e. the transaction costs and the local parking fees, for the times that you used the parking app during the reconsideration period. These charges are therefore not reimbursed if you exercise your right of withdrawal.



## Template form for revocation of parking using the NS app

*Only complete and send this form if you want to revoke the agreement with NS about parking using the NS app (withdraw from it) during the reconsideration period. The reconsideration period ends 14 days after the day on which you first start a period of parking in the NS app.*

*After completing and signing this form, you can send it to the address below. You can also revoke the agreement (withdraw from the contract) without using the template form by contacting our Customer Service department. That can be done using the chat feature (available daily from 07:00 to 23:00), which you can find on [www.ns.nl/en/customer-service/contact](http://www.ns.nl/en/customer-service/contact) or by calling +31 (0)30-7515155 (available 24 hours a day).*

I hereby inform NS that I wish to exercise my right of withdrawal and dissolve (revoke) the agreement with NS about parking using the NS app, having first made use of that service on \_\_\_\_\_ [enter date]\*.

### **Enter your details [field marked with a \* are mandatory]**

Initials \*

Last name prefix

Last name \*

Street and house number \*

Postcode and town/city \*

Phone number

E-mail address

NS Customer Number

Account number

Reason for cancellation

Date \*

*[Text continues on the next page]*

Signature (only if this form is submitted on paper)

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**Print this form out and send it to:**

NS Reizigers B.V.

NS Customer Service

PO Box 2372

3500 GJ Utrecht (NL)