

# Return Conditions

## Megagen Benelux en Megagen Belux

*This is an automated translation meant to help you better understand the original text.  
The Dutch original text is the only legally valid one.*

### MegaGen Return Conditions

These «**Return Conditions**» of MegaGen Benelux B.V. («**MegaGen**» or «**we**») outline the terms for returning a product purchased from us («**Product**») for credit or exchange for another product. These conditions are valid as of December 1, 2022. The option to return or exchange is a privilege granted by MegaGen and may be denied at any time, even if conditions are met. Non-stock items are excluded from these terms. Our E-catalog will indicate if a product is non-stock.

If a product does not meet your expectations, we encourage you to contact us. Collaboration and communication with you are essential for us. Your feedback allows us to continue ensuring and improving the quality of our products. Please ensure that all information in your request is complete and that patient data is anonymized.

Due to the value represented, we always advise sending items via registered mail.

### Returns and Exchanges

The return or exchange options listed here are limited to the following conditions:

### \*Exchange Conditions

- ▶ You wish to exchange the received product for another item from our catalog.
- ▶ The product to be exchanged was received by us:
  - Within 6 months of delivery;
  - In the original, unopened, undamaged packaging;
  - Accompanied by a copy of the delivery note.
- ▶ Products purchased as part of a package cannot be exchanged.
- ▶ The product to be exchanged has been fully paid.
- ▶ The product can only be exchanged for an item of equivalent catalog value in euros.
- ▶ The "Action Plan" described below has been fully followed.
- ▶ Due to administrative processing, delivery of the new product may take more than one business day.

Product	Time After Delivery	Exchange*/Credit**
Unopened	< 6 months < 2 months	Exchange 100% credit
Opened and/or damaged	< 2 months	30% credit on catalog value
	> 2 months < 6 months	30% credit on new order

## \*\*Credit Conditions

- ▶ The returned product has been received within six months of delivery.
- ▶ The percentage of the purchase price we credit depends on the condition of the returned product and the timing of its receipt.
- ▶ No credit will be given for products purchased as part of a package.
- ▶ Shipping costs will not be reimbursed.
- ▶ The product for crediting has been fully paid.
- ▶ The "Action Plan" described below has been fully followed.

## Action Plan

- 1** Inform us of your wish to return or exchange a product. We will record the reason for your request and the delivery date of the product. A ticket number will be assigned. Send the product, properly packaged, with the delivery note and ticket number, **within 7 days** of your notification to: MegaGen Benelux B.V., PO Box 649, 5000 AP Tilburg. Given the value, we advise using registered mail.
- 2** Your request will be processed once the form and product are received within 7 days of submitting the digital form.
- 3** We will assess whether the requested credit or exchange meets the conditions. Pending the outcome, you may order a new product with the ticket number if desired. Contact our customer service at +31 (0)88 - 84 84 100.
- 4** You will receive a notice of the outcome and any further processing instructions. If approved, you will receive the new product or credit invoice with the ticket number.

## General Return and Credit Provisions

These return conditions replace previous versions. The latest version on [www.megagen.nl/algemene-voorwaarden-megagen](http://www.megagen.nl/algemene-voorwaarden-megagen) contains the only return and exchange options we offer.

We may change or terminate these return conditions or the associated return/exchange options at any time.

If you have questions about the Return Conditions & Application or you would like having help returning a product? Please feel free to contact our customer service at: +31 (0)88 - 84 84 100.

Our staff will be happy to help you!