

## **Straumann Group Return Policy**

### **Refund Policy** (when Terms of Return are met)

- Full credit of all standard order products within 60 days of invoice date.
- Exchange\* of all standard order products between 61 – 120 days of invoice date, when request for return is accompanied by an offsetting order of equal or greater dollar value.
- Exchange\* of goods purchased as a part of a promotional deal or discounted kit(s) within 12 months of invoice date; if the goods meet Terms of Return.

\*Exchanges may incur additional cost in the event of a price increase.

### **Terms of Return**

Goods purchased from Straumann Pty Ltd can be returned for credit under the following conditions:

- Items are in their original undamaged, unmarked and unopened package with all factory seals intact.
- Items have at least 6 months shelf life remaining.
- Shipping charges for the return are paid for by the customer.
- All returned product(s) is subject to inspection to ensure compliance with regulations before the return is processed.
- All returns must be accompanied with a copy of the Return Request Confirmation, the products you are returning and a copy of the corresponding invoice or delivery note.

### **Exclusions**

Credit will not be given for:

- Goods purchased as a part of a promotional deal or discounted kit(s).
- Products requiring special handling\*\*, such as refrigeration.
- Return of a previously exchanged product.
- Non Straumann products financed through a third party.
- Products obtained through a third party.
- Capital equipment such as CAD/CAM scanners.
- Software, unless otherwise stated in the software licence.
- Shipping charges.

\*\*e.g., Emdogain and PrefGel.

### **Return Procedure**

- Please visit [www.straumanngroup.co.nz/e-shop](http://www.straumanngroup.co.nz/e-shop) to obtain a Return Request Confirmation document prior to returning any goods. Please be ready to provide product and lot numbers.
- Package items in a sturdy box to avoid damage or loss. Items missing from package or damaged due to improper packaging will not be given credit.
- All returns must be accompanied with a copy of the Return Request Confirmation, the products you are returning and a copy of the corresponding invoice or delivery note.
- Returned products must be shipped via a traceable method using padded packaging to your Sales Representative or personally collected by your Sales Representative.

Procedures and policies as stated are subject to change without prior notice and are subject to terms and conditions.