

Straumann Group Return Policy

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.

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.

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

- Do not give any item(s) to your local Sales Representative for return.
- Please visit www.straumanngroup.com.au/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 in padded packaging.

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