

Returns and refunds during the Coronavirus pandemic

Your RMA Number: _____

Due to restrictions on movements imposed by governments in Europe during the Coronavirus pandemic you may not be able to post any goods that you need to return within the usual time frame. In order to support our distributors with their returns we have therefore established the following temporary procedures:

Refunds for unwanted, unused items

You have a 30 days returns period from the day you inform us that you wish to return items for a refund and to obtain a RMA number to return the goods. A refund up to **€ 150¹** may be given before the goods are received by us. Any refund amount above the **€ 150¹** limit will only be released after the items to be returned have been received in a fit condition in our warehouse.

The refund will only be released early (before the goods have been received in the warehouse) when we have received the signed form back.

In the meantime it is your duty to ensure that the items to be returned are kept safe and in good condition, as any damage or deterioration will reduce or even negate any refund, and we may seek the return of any refund already given.

If the goods are not received within the 30 days' returns period, we will debit your account for the amount of the refund that has been paid out for the items that were to be returned. A full refund may only be given after the items due for return have been received in a fit state in our warehouse.

Returns of (faulty or damaged) items for a replacement product

In case you are given a RMA number and you are advised to return an item that may be faulty for a replacement product, the replacement product will be sent to you as soon as possible after you have been given the RMA number. You have a 30 days' returns period to send the faulty item to our warehouse.

If the faulty item(s) are not received within the 30 days' returns period we will debit your account for the full cost of the replacement product and delivery.

These procedures are to be read in conjunction with the relevant sections in the Policies and Procedures² and will be reviewed regularly and adapted as the situation changes.

Signature: _____

¹ £109.50 / SEK 1209

² SECTION 11 PRODUCT RETURNS