

# How it works!

## EXCHANGE AND RETURN POLICY

### ➤ General Information

Exchanges are generally possible provided that the product is unused, unopened, and returned in its original, undamaged packaging. All exchanges must be agreed with our customer service in advance.

### ➤ Shelf Life Requirement

Products must have a minimum remaining shelf life of 12 months.

### ➤ Handling Fee

The processing fee for replacing implants is 50 euros/CHF and will be billed to you.

### ➤ Shipping Costs

The customer is responsible for return shipping costs as well as costs for re-shipping, unless otherwise agreed.

### ➤ Exclusions

Exchanges cannot be accepted for:

- opened or damaged packaging
- used or contaminated products
- sterile products with opened packaging

### ➤ Procedure

Please contact our customer service before returning any products. Returns without prior approval cannot be processed.