

**Return of Goods Policy
of
Medtron AG
Hauptstraße 255
D-66128 Saarbrücken**

the following provisions shall apply to the return of products and goods obtained under distribution contracts or other purchase contracts of Medtron AG:

1. Returned goods are goods and contractual products that a contractual partner of Medtron AG has purchased in the framework of distribution or purchase contracts and which it returns to Medtron AG. Returned goods do not include goods and products of Medtron AG that were not obtained directly and/or in a lawful manner from Medtron AG. This excludes, in particular, goods and products that were purchased via third parties.
2. Insofar as a contractual partner is entitled to return products and goods, the returned goods shall be sent back properly packaged and protected during transport to the place of business of Medtron AG. The return shipment must always be accompanied by the order data, delivery notes and invoices for the returned goods it contains and registered in advance at service@medtron.com.
3. Returned goods, including complaints, must always be in a condition that cannot pose any danger to personnel. Incoming returned goods (this only applies to injectors and their accessories) must be professionally decontaminated before the shipment, using the disinfectants specified in the instructions for use. The completed Declaration of Decontamination must be sent in advance by e-mail to service@medtron.com and enclosed with the package as a completed and signed version. Devices and/or components that have not been decontaminated will not be approved for shipment.
If no decontamination is performed by the customer, Medtron AG reserves the right to charge a fixed cleaning fee of €90.
4. Sterile goods - except in the case of complaint samples - are generally not taken back. The return of sterile goods for therapeutic use is always excluded.
5. Unless complaints, defects, returns from trial orders, incorrect deliveries or other incorrect deliveries for which Medtron AG is responsible are concerned, the following provisions shall apply:
 - a) Returned goods shall only be accepted after prior written confirmation and approval by Medtron AG.
 - b) Discontinued items are generally not taken back.
 - c) Custom-made products and all items that are not included in the standard delivery range will generally not be taken back.
 - d) The approval of a return is generally granted if the above exclusion criteria are not met, the goods are registered for return no later than three months after invoicing and shipment and the goods are still in their original packaging.
 - e) Shipping costs of the original deliveries will not be refunded.
 - f) Return transport costs shall be borne by the sender; delivery to Medtron AG shall be made carriage paid.