

## Returns form

Recipient

Stoma Dentalsysteme GmbH & Co KG  
Department RRR  
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78576 Emmingen-Liptingen  
Germany

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Fax: +49 (0) 7465 / 92 60-50

E-Mail: sam@stoma.de

Practice stamp / address

EN

Dear Customer,

For the protection of our employees and due to legal regulations, we require a **fully completed return form** including a **signed hygiene clearance certificate** (see below and on the back) **for every returned product** (repair, return or complaint).

If your shipment is not accompanied by a hygiene clearance certificate, the process will be delayed, as processing by our employees is unfortunately not possible. If the certificate is not submitted within 10 days, we reserve the right to return the shipment to you unprocessed and at your expense.

If you have any questions regarding repairs, returns or complaints, please contact us by phone at +49 (0) 7465/92 60 70 or by e-mail at sam@stoma.de.

Thank you very much.

Your stoma® team

## Hygiene clearance certificate

**I hereby confirm that** (please tick the appropriate box):

- the attached medical devices have been in contact with blood or other body fluids during use. The products have been cleaned, disinfected and sterilized.
- the attached medical devices have NOT come into contact with blood or body fluids and are therefore hygienically safe.
- the attached medical devices are sent back as returned goods and are therefore not soiled, have **not undergone basic cleaning** and are in their original packaging.

Date of decontamination: \_\_\_\_\_

Place & date: \_\_\_\_\_ Signature: \_\_\_\_\_

Please note reverse side!



# Returns form


**Please indicate**

Client number: \_\_\_\_\_ Tel.: \_\_\_\_\_


Contact person in the practice: \_\_\_\_\_

Invoice number: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Returns:**

Ref. no.	Product description	Quantity	Reason please fill in 

**Reason for return:**

-  I ordered the wrong item
-  Item delivered on approval
-  I ordered too many items
-  Exchange
-  Item does not meet my expectations
-  Wrong item delivered
-  Item damaged during transport
-  Delivery took too long
-  Complaint (describe the defect in detail)
-  Repair / refurbishment

**Comment / error description:**

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**Conditions of return:**

1. Any return of goods is possible within 2 weeks after receipt. Provided that the customer returns the goods in their original packaging, not damaged and **not thoroughly cleaned**, and stating the reason. Completely filled in forms will of course speed up a quick and easy processing.
2. Please pack your return appropriately and ensure sufficient postage. Stoma will not accept packages sent freight collect. You are welcome to have the package picked up free of charge if an item is defective or incorrectly delivered. Please contact the service number on the reverse side.
3. Custom-made products, remanufactures, discontinued items as well as items which are not listed in the seller's sales documents are generally excluded from return.
4. If the returned goods show defects or signs of use, Stoma reserves the right to charge a reasonable reduction in value.
5. Defects must be reported immediately upon receipt of the goods.
6. If possible, please enclose a copy of the invoice with each return.

Please note front side!

