

Return regulations

If you would like to return **goods** you acquired **directly from us**, please proceed as follows:

Contact our Customer Service (CS) under the phone number +49/89/4111595-13, fax number +49/89/4111595-25 or orders.germany@leadiantbiosciences.com. Returns sent without our prior approval cannot be accepted/refunded/exchanged and may be returned to you subject to a fee.

Please return products with an indication of the exact name, quantity and batch number of the product and the reason for return through a suitable shipping company, under consideration of specified temperatures and in accordance with applicable GDP regulations to:

NextPharma Logistics GmbH
Retoure Leadiant GmbH
Logistikzentrum
Eichenbusch 1
59368 Werne/Germany

Marketable goods must not be changed, labelled or marked.

Marketable goods must be accompanied by a written confirmation stating that they (exact name, quantity and batch number of the products) have been stored and handled according to specifications since delivery, especially that they did not leave your sphere of responsibility. Returned goods shall be refunded or exchanged in accordance with our General Terms and Conditions for Sale and Delivery as well as the following provisions:

Reason for return	Provision
You placed an incorrect order.	Strictly no refunds, no exchange of goods
You did not receive the goods you ordered*.	Refund*
Return due to no sale (not on sale notifications do not give rise to a right of return as this does not affect the sale.)	No refunds, no exchange of goods
Return due to shelf life < 6 months, decisive time: Handover to the shipping company for shipping	Refund or exchange of goods
The goods handed over to the shipping company for shipping were defective.	Refund or exchange of goods
Return due to recall of the pharmaceutical	Refund or exchange of goods, irrespective of the remaining shelf life, also in the event of acquisition through authorised wholesalers
Suspected counterfeiting of medicines	Refund or exchange of goods, irrespective of the remaining shelf life. The returned product must be returned including the primary and secondary packaging.
Insufficient product quality	Refund or exchange of goods, irrespective of the remaining shelf life. The returned product must be returned including the primary and secondary packaging.

* See General Terms and Conditions for complaint periods and conditions/exclusion of liability