



### **GUIDELINES RETURNS AND REPLACEMENTS:**

In line with our terms and conditions, you have the right to return products within 14 days after receipt of the delivery. Please follow these steps to do so:

1. Complete the attached returns form and state the article(s) that you want to return. Please also state the reason for the return and/or how much you wish to replace.

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2. Please place the completed form in the original box along with the product you want to return. The products must be in their original, unopened packaging and clothing must at least be in an original, undamaged condition. The right to return applies only to unworn, unwashed and undamaged products from which the label has not been removed.

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3. Please stick the return label securely to the outside of the sealed package.

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4. Put the package in the post. You are responsible for paying the shipping costs.

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5. When we have received your package, we will send you a confirmation. Once this has been successfully processed, we will reimburse you with the amount you paid via the payment method you chose previously.

### **ADDITIONAL GUIDELINES FOR REPLACEMENTS:**

If you wish to replace a product, please get in touch via the contact details stated below so that we can let you know about the availability of the product you want and, if it is available, reserve it:

**Danube Dental Service GmbH**  
**Corporate register no 368049z**  
**Steiner Landstraße 124**  
**3500 Krems an der Donau**  
**Austria**  
**Tel.: +43 676/84 24 19 314 or +43 676/84 24 19 346**  
**Email: [danube.dental.service@dp-uni.ac.at](mailto:danube.dental.service@dp-uni.ac.at)**

We will send you the new product/replacement as soon as we have received your return.