

Return Goods Policy (as of January 2018)

1. Goods may only be returned to RUDOLF Medical after prior, written consent and approval of RUDOLF Medical.
2. Sterile Goods are excluded from the return goods policy and may in no case be returned to RUDOLF Medical.
3. Discontinued items and products that cannot be used at least 24 months after the date of their return cannot be accepted as return goods.
4. Custom made articles, Made to Order items and all products not in the regular portfolio of RUDOLF Medical may in no case be returned. This also applies to products with an individual marking in addition to the RUDOLF Medical labeling.
5. Approval for return can only be granted in case
 - 5.1 goods are not generally excluded from return as described under point 2 to 4 of this return goods policy,
 - 5.2 goods are registered for return no later than 3 months after date of invoice,
 - 5.3 goods are still in their original packing as supplied by RUDOLF Medical,
 - 5.4 production and quality standards have not changed since shipping,
 - 5.5 provisions of appropriate shipping and storage of goods have been observed throughout the time since dispatch from RUDOLF Medical.
6. RUDOLF Medical will invoice 10% (or a minimum of EUR 75.00) for re-stocking and product testing. The amount will be deducted from the credit note to be issued.
7. Shipping and/or handling charges of the original invoice will not be credited.
8. Shipping of return goods is to be prepaid by the shipping party.

The above is not applicable in case of complaint cases, return of loaner equipment, wrong delivery or any other reason where RUDOLF Medical is the responsible party making a return necessary or reasonable choice.

Goods returned to RUDOLF Medical (including complaints, etc.) are to be clean, disinfected or sterilized in order not to be a risk to the personnel handling the case. Items not fulfilling this requirement will be disposed of – credit will not be granted but expenses of disposal charged to the shipping party.

In order to allow for quick processing of your request, we ask you to fill in the form “Return of Goods for Credit” and send it to our e-mail address sales@rudolf-med.com or your customer service representative. Receiving the filled-in form from you, we check your return shipment inquiry and send you a written confirmation together with the RMA (Return Material Authorization) number. Credit values listed on the file you receive with the RMA number are not binding. RUDOLF Medical reserves the right to correct the evaluation of the returned goods upon receipt and examination.

Please dispatch the goods only after receiving the RMA number, with the RMA number visibly written on the package and shipping documents for quick and smooth handling when the goods arrive at RUDOLF Medical.