



SYSTEM-BIOLOGIE

INSPIRED BY NATURE

CANCELATION POLICY

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Contracts on the delivery of sealed products which are not suitable for return for reasons of health protection or hygiene are exempt from the right of withdrawal if their seals have been removed after the delivery (compounded and finished medicinal products, food supplements etc.).

As far as all other items – hereafter referred to as “goods” – are concerned, you shall have the right to cancel this contract within a period of fourteen days without providing reasons. The withdrawal period is fourteen days, counted from the date on which you or a third party designated by you, who may not be the carrier, have taken possession of the good(s). To exercise your right of withdrawal, you are obliged to inform us

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about your decision to cancel this contract by sending an unequivocal declaration (e.g. letter sent by postal service, fax or email).

Consequences of withdrawal

If you cancel this contract, we shall be obliged to immediately refund all payments we have received from you, including shipping costs (except any additional costs resulting from any type of shipment you may have chosen other than the least expensive standard shipping offered by us), within a period of no more than fourteen days, counting from the date of receipt of your cancellation of this contract. For this refund, we shall use the same payment method you used for the original transaction, unless we have explicitly arranged a different payment method with you. On no account shall we charge any fees for this refund. We shall be entitled to refuse the refund until we have received the returned good(s) or until you have provided evidence that you have sent the good(s) back to us, depending on which event occurs earlier. You shall be obliged to send back or hand over the good(s) to us immediately, within a period of no more than fourteen days, counting from the date on which you have notified us about the cancellation of this contract. You will be complying with the return deadline if you dispatch the good(s) prior to the expiry of the fourteen-day period. You shall assume the direct costs of the return of the good(s). You shall only have to assume the cost of a possible loss of value of the good(s) if this loss of value is due to a way of handling which is not necessary to verify the quality, characteristics and functioning of the good(s).

Revised: March 1, 2023