



## RETURN POLICY

The CUSTOMER has the right to return the PRODUCT to the SELLER or a person designated by the latter, without undue delay, and at the latest within thirty (30) days following the notification of the decision to return the product, unless the SELLER himself offers to retrieve the PRODUCT.

### 1. Returns deadline

The returns deadline is thirty (30) calendar days after the day on which the CUSTOMER, or a third party other than the carrier who is designated by the CUSTOMER, physically takes possession of the PRODUCT. If the CUSTOMER's order covers several PRODUCTS and if these PRODUCTS are delivered separately, the withdrawal period expires thirty (30) days after the day on which the CUSTOMER, or a third party other than the carrier who is designated by the CUSTOMER, physically takes possession of the last PRODUCT.

### 2. Product return rights

To exercise the right to return goods, the CUSTOMER must notify the SELLER of their decision to withdraw from this contract by means of an unambiguous statement to **info@lucimed.com**. They may also use the form provided in annex. In order for the returns time limit to be met, the CUSTOMER must notify the SELLER of the intention to exercise their right to return the product before the end of the return deadline.

### 3. Implications of product returns

In the event of withdrawal by the CUSTOMER, the SELLER undertakes to reimburse the totality of the sums paid, except the delivery charges and, in any event, at the latest thirty (30) days as from the day on which the SELLER is informed of the CUSTOMER's desire to retract. 10 € will be kept by the SELLER to compensate the costs borne by the SELLER to deliver the PRODUCT to the CLIENT. The SELLER will refund using the same means of payment that the CUSTOMER has used for the initial transaction, unless the CUSTOMER expressly agrees a different way, in any case, the refund will not cause expenses to the customer. The SELLER may defer the refund until receipt of the goods or until the CLIENT has provided proof of shipment of the goods, the date chosen being the date of the first of these facts.

### 4. Product Returns procedures

The CUSTOMER shall, without undue delay and in all circumstances, within thirty (30) days of notification of their decision to withdraw from this contract, return the goods to :

**Retour achat Luminette**  
**Brain E-Log**  
**Rue de Tubize 141**  
**1440 Braine-le-Château**  
**BELGIQUE**

This deadline is deemed to have been met if the CUSTOMER returns the product before the end of the thirty-day deadline.

## **5. Returns costs**

The CUSTOMER is required to bear the direct costs of returning the product.

## **6. Condition of the returned product**

The PRODUCT must be returned in accordance with the SELLER's instructions and include all accessories supplied. The CUSTOMER shall only be liable for the depreciation of the goods resulting from handling other than that necessary to establish the precise features and proper functions of the PRODUCT. In other words, the CUSTOMER has the possibility to test the PRODUCT but may be held liable if used in any way beyond that which is necessary.

## **7. Packaging**

PRODUCTS are packed in accordance with current transportation standards, in order to guarantee maximum protection for the PRODUCTS during DELIVERY. CUSTOMERS must respect the same standards when returning PRODUCTS. As such, the CUSTOMER is required to return the PRODUCT in its original packaging and in good condition, suitable for re-marketing.



## RETURN FORM

To the attention of :

**Retour achat Luminette**  
**Brain E-Log**  
**Rue de Tubize 141**  
**1440 Braine-le-Château**  
**BELGIQUE**  
+ 32 (0) 4 369 48 36  
[info@lucimed.com](mailto:info@lucimed.com)

***I hereby notify you of my withdrawal from the contract with regard to the sale of the PRODUCT below:***

Customer's name (and if applicable the beneficiary of purchase order) : .....

.....

Serial number: .....

Customer's address : .....

.....

.....

Ordered the : ..... /..... /.....

Received the : ..... /..... /.....

Customer's Signature :

(except if sent by e-mail)

Date : ..... /..... /.....



## SHIPPING POLICY

During the ordering process

### 1. Shipment processing time

The time required to prepare an order and then issue an invoice, before shipping the PRODUCTS in stock, are mentioned on the SITE. These times are excluding weekends or public holidays. An electronic message will automatically be sent to the CUSTOMER when the PRODUCTS are dispatched, provided that the electronic address given in the registration form is correct.

### 2. Delivery times & Costs

Shipping costs are offered on the purchase of any product on the SITE, however, if the CUSTOMER decides to return his PRODUCT for refund, 10 € shipping costs will be retained by the SELLER.

### 3. Terms of Delivery

The parcel will be delivered to the CUSTOMER upon signature and proof of identity. In case of absence, a delivery notice will be left, in order to allow them to pick up their parcel at the post office. The CUSTOMER who has chosen delivery to a collection point will be responsible for the timely collection of the parcel.

### 4. Delivery problems

The CUSTOMER is informed of the delivery date set at the time of choosing the delivery type, at the end of the online ordering procedure, before confirming the order. It is specified that deliveries will be made within a maximum of thirty (30) days. In the absence of this, the CUSTOMER must give notice to the SELLER to deliver within a reasonable time and in the event of non-delivery within this time, he may terminate the contract. The SELLER shall refund, without undue delay upon receiving the letter of cancellation, to the CUSTOMER the total amount paid for the PRODUCTS, including taxes and delivery charges, by the same method of payment as that used by the CUSTOMER to purchase the PRODUCTS. The SELLER is responsible until the PRODUCT is delivered to the CUSTOMER. It should be stressed that the CUSTOMER has a period of three (3) days to notify the carrier of any damage or partial loss found at the time of delivery.