

## Labexchange right of return

You have the right to withdraw from a contract within 10 calendar days after the delivery without indicating a reason. The deadline for returning goods expires 10 days after the day on which you take the goods in physical possession. You can also charge somebody (who is not the supplier or shipping company) to take the goods in physical possession for you.

In order to perform the right of return, you have to inform Labexchange – Die Laborgerätebörse GmbH about your decision and cancel your order by a clearly understandable writing (e.g. sent by a letter or e-mail). To meet the requirements of the deadline for returning goods, it is sufficient to send the writing of exercise of the right of return to Labexchange before the deadline of returning goods has expired. The right of return applies only to laboratory devices and articles which have been offered as available from stock at Labexchange and which are not exceeding a net sales price of 1.000,00 Euro. These laboratory devices and articles are signed in our shop of our website [www.labexchange.com](http://www.labexchange.com) with the status: "in stock" or "immediately available". (After receipt of an order for a laboratory device, it is automatically removed from the website, including its „stock status“ and is therefore no longer visible to outsiders. However, the stock status still remains in our ERP system.)

All of our laboratory devices and articles are inspected by our subsidiary company Labexchange-Service GmbH, or by external service providers. Only completely functional laboratory devices are delivered. The functionality is confirmed by a service report and a guarantee certificate.

### Exceptions to the right of return:

The right of return does not apply for laboratory devices and articles which are not stock devices, or which are explicitly purchased from an external provider for your order. In case a device is found faulty because it allegedly does not operate properly or because the delivery does not correspond to the specifications of the order confirmation, the right of return cannot be engaged as our right of remedy of our conditions of sale, delivery and payment, is taking effect.

In case of a deterioration of the articles compared to the delivery status, which is not at the expenses of Labexchange, the right of return cannot be engaged neither.

Software: A right of return is not existing for sealed audio or video recordings or sealed computer software which is/has been unsealed. Devices, which have been modified with respect to the delivery configuration to the customer's side, which are already used or are connected to electricity, water or gas, are also excluded from the right of return.

If you withdraw from a contract, Labexchange will reimburse all payments received from you, less 15% inspection fee and excluding delivery expenses. The payment receipt of the delivery expenses has to be carried out before the prescribed deadline of returning, in other respects the right of return expires. Goods may not be returned to Labexchange without consultation with Labexchange, as in this case the risk of damage in transit is very high. The return method specified by us must be respected in either case, if we do not collect the goods by ourselves. Such a reimbursement is carried out by us by using the same means of payment you have used for the initial transaction, unless other agreements have been made explicitly. As a result of such a reimbursement, no charges are incurred. We can delay the reimbursement until we have received the returned goods and until it has been tested by us. You have to consign the goods to us for collection and to inform us about the allocation of the collection as soon as possible and in any case not later than within the deadline of 14 days from the day you have sent your revocation to us.

If you would like to talk about the return of devices and articles, please contact us at: [info@labexchange.com](mailto:info@labexchange.com) or at +49 7475/9514-0.

In case you are not completely satisfied with your order for any reason, please contact our customer service.

The Labexchange right of return is part of the Labexchange conditions of sale, delivery and payment.