

Terms and conditions for return of products

Return of adequate quality product. The buyer has the right to refuse the product at any time prior to its transfer by notifying the company of his decision via email mail@vedapulse.com, and after the transfer of the product - within 7 days from the delivery date. Delivery of the product to the seller (return delivery) is carried out at the expense of the buyer.

NB!

Return of adequate quality product is possible only if the product (including packaging) has preserved marketable condition, as well as at provision of document confirming the fact and conditions of purchase (invoice, payment receipt or other supporting documents). The product and the primary packaging must not be damaged, scuffed, scratched, chipped, stained or have any other defects.

The returned product is subject to inspection in the engineering department for hidden damages and defects, as well as its serviceability and correct operation, within 5 (five) business days from the date of receipt of the equipment by Biokvant Ltd. After getting the report done by the head of the engineering department, refunding is made.

Return of inadequate quality product. The buyer has the right to refuse inadequate quality product in case of detection of defects during the warranty period. The product is subject to return or replacement if the seller finds a defect in the product that is not related to improper use or intentional damage by third parties.

The returned product is subject to inspection by the engineering department for damage and defects, as well as determining the causes of their occurrence, within 5 (five) business days from the date of receipt of the equipment by Biokvant Ltd. After getting the report made by the head of the engineering department, refunding is made.

Delivery of the product for a refund. When returning the product via courier (or by post), the buyer must attach the Act of return and acceptance of the product in two copies. As soon as the product is received, the seller must accept it and send a scanned copy of the Act and the report made by the head of the engineering department to the address specified by the buyer.

The buyer has the right to choose one of the following methods of return delivery:

- *by post to the manufacturer's address (Russia, 630108, Novosibirsk, 1st pereulok Parkhomenko, 14, POB 104);*

- *by courier service, arranged by the seller's manager (mail@vedapulse.com), with the subsequent withholding of the delivery cost from the refunding.*

The delivery period is not included in the period for inspection of the product and refunding!