

Returns

The most important at a glance



Returns Policy

Exceptions:

Products that not be returned:

- MTO articles (Made to order)
- KITs, bundle components
- Custom made
- Biopharma products
- Glucose sensors

Products with a different returns process:

- Spinal sets, aortic blue boxes
- Vascular prostheses
- MCS (Heartware) products

Guidelines:

Products will be credited, if:

- The return has been properly registered with Medtronic
- The product needs to have at least 4 months to expiry date
- Product is not custom-made

Products must be in the following condition:

- Product needs to be in full & original packaging
- Product needs to be unused, not contaminated, not tampered and undamaged.
- Not soiled or contaminated

Return deadlines: For purchased goods:

- Products were purchased less than 60 days ago from date of invoice*
- No returns possible after 60 days from date of invoice*
- If Medtronic initiates the return, you will receive a full credit or replacement product (e.g. product recalls).

* The invoice date applies up to the registration date of the return.

Step by step

You have two options for requesting a return:

1 In the Connect E-Store

Use the [Connect E-Store](#), to process returns quickly and easily. If you do not yet have access, register [here](#).

or

2 Fill in the form

- Please fill in the returns form with all requested data. You can find the form on our website www.medtronic.com/ch-de/medizinische-fachpersonen/customer-care.html

- **Register return**

Please register the return by sending the completed form to rs.returnch@medtronic.com. In case of damage, please send a photo.

- **Confirmation E-Mail**

You will receive a confirmation e-mail from us with a returns number and collection information. We will organize the collection of your goods!

- **Packing the return**

Please pack the products to be returned properly. Please follow the instructions at the bottom of this flyer.

- **Credit Note**

Credit will be granted within 10 days (if within returns policy).

Packing the return

- 1. If possible, use the original box. If you reuse a cardboard box, please remove the old labels.**
- 2. Protect the contents in the package from movement and possible damage,** by distributing plastic parts around and over the product. Fill the box sufficiently to protect the product from movement in the box during transportation.
- 3. Print out the provided return label.**
- 4. Attach the label correctly.**
The label must be attached to the outside of the box. The label must not be covered or soiled under any circumstances.

