

Right of Withdrawal / Cancellation Policy

Any customer has the right to revoke his/her contractual statement, without justification, within 30 days of receipt of the goods as long as you send your cancellation in writing (letter, fax, or e-mail to webshop@biogents.com) or if you return the goods to us. If you are a professional buyer or freelancer the current statutory provisions for the return of goods shall apply. The time frame for the cancellation period begins as soon as you have received a receipt of the products and detailed instructions in writing. The warranted time frame complies with the timely send off of the cancellation or of the product.

Please send the written cancellation to:

*Fa. Biogents
Weißenburgstraße 22
93055 Regensburg
Germany*

Fax: +49 941 56 99 21 68

Or by e-mail to: webshop@biogents.com

Please send the goods to:

*Toniton e.K.
Gewerbestrasse 12
98646 Reurieth/Siegritz
Germany*

Cancellation Consequences

In the event of an effective cancellation, both parties shall return any goods or services and/or reimburse payments received and, as the case may be, any profits from the deal (i.e. interest). If you cannot reimburse the received goods to us in full or only in a declined condition, you must pay us compensation as the case may be. This does not apply if the cause of the impairment of the product is solely based on the primary inspection, which could have been performed at the retail store. You can avoid the obligation to pay compensation by not using the product as if it was your own property and by refraining from any action that might impair the product. The return shipment of the product is carried out under our risk.

Only the actual merchandise value will be refunded, not any shipping costs that have been paid.

To avoid paying for the return shipment costs yourself, please contact webshop@biogents.com and you will be sent an email with a return label (applicable only within the EU).

Warranty

The warranty is based on current statutory provisions and legal requirements. This implied warranty is good for 24 months from the date of shipment of the products. Additional information about manufacturer's warranties can be found on the product pages or in the product manuals.

If the product contains a defect in workmanship or material, then the customer has a right to request supplementary performances, such as removal of the defect or the shipment of a replacement part, provided that the purchaser has promptly reported the defect to Biogents in writing. If you have an extensive defect and the supplement performances fail, you can withdraw from the agreement and the purchase price will be reduced or compensation will be asserted; however, you are obligated to allow us to inspect the defective product.

Every other title and quality warranty will be formally excluded as legally possible.

Liability

Biogents AG repudiates all liability for damages that arise from the improper or negligible handling of the delivered product. Please observe the enclosed information of the product.

You can reach our customer support by e-mail at: webshop@biogents.com.