

Returns Policy /valid: 05/2026

If you would like to return **our goods**, please proceed as follows:

Contact our Customer Service team on:

Tel. +49/89/4111595-13, Fax +49/89/4111595-25 or orders.germany@leadiantbiosciences.com.

For logistics reasons, we can only accept returns of goods that have previously been delivered to you if it has been agreed with us in advance.

Please send agreed returns, stating the delivery note number, the precise product name, quantity, batch and reason for the return, using a suitable transport company, taking the temperature requirements into account and in accordance with the valid GDP guidelines (Guidelines on Good Distribution Practice of Medicinal Products for Human Use), to:

Cencora 3PL Germany GmbH
Retoure Leadiant GmbH
Logistikzentrum
Eichenbusch 1
59368 Werne

Marketable goods must not be modified, marked or labelled. Marketable goods must be accompanied with a written confirmation (precise product name, quantity and batch) stating that they have been properly stored and handled since their delivery and, in particular, that they have not left your hands.

The reimbursement or replacement of returned goods takes place according to our general terms and conditions of sale and delivery (GTCS/valid: 05/2026) and the following provisions:

Reason for return	Rule
You placed an incorrect order with us.	No reimbursement, no replacement of goods.
You received goods from us that you did not order.*	Reimbursement of the purchase price after the return of the goods that were not ordered.*
The goods we delivered are faulty.*	We decide: repair or delivery of replacement goods once the faulty goods have been returned to us.*
Returns due to the shelf life of the goods being < 6 months at the point in time of our delivery*	We decide: reimbursement of the purchase price or replacement of goods once the goods have been returned to us.*
Return due to the non-sale of our goods (withdrawn from sale notifications do not imply a right of return, as the sales are not affected by this).	No reimbursement, no replacement.
Return due to voluntary or officially-directed recall of the goods.	Reimbursement of the purchase price or replacement of the goods against the return of the affected goods. The affected goods must be returned, including the primary and secondary packaging.
Other complaints regarding product quality	The goods subject to the complaint must be returned, including the primary and secondary packaging. The reimbursement or replacement of the goods is based on the findings of our examination.

* For complaint deadlines and conditions/exclusion of liability, please refer to the GTCS /valid: 05/2026

Returns which do not take place according to our GTCS or this returns policy will be sent back at our expense if necessary. Should we nevertheless accept returned goods of this kind in individual cases, this will take place voluntarily and without recognition of any legal obligation, as shall any replacement of goods or reimbursements.

This translation, available under www.leadiant.de, is for convenience only. The German version as available under the mentioned website shall be the binding version.