



### 1. Information

Derma Medical Systems, Handels- und EntwicklungsGmbH  
Wiedner Hauptstraße 140 / 2. Stock, 1050 Wien  
Tel.: +43 1 318 69 90, Fax: +43 1 318 69 909  
Email: [derma@dermamedicalsystems.com](mailto:derma@dermamedicalsystems.com)  
ATU 57801506; FN: 242043X,  
BAWAG P.S.K, Account No.: 039 108 247 58, Bank No.: 14000,  
IBAN: AT36 14000 039 108 247 58, BIC: BAWAATWW

### 2. Delivery and Prices

All prices in this online shop are listed in Euro, exclude 20% value added tax and additional shipping costs (where applicable). The payment is accounted in Euro. The invoice will be enclosed with delivered goods in two copies. All our offers are non-binding and non-committing. Derma Medical Systems does not accept liability for any errors and omissions and reserve the right to change information, prices, specifications and descriptions of listed goods, products and services at any time. The delivery time is usually 2-3 weeks, depending on the order content and shipping destination.

### 3. Warranty and Service

In addition to the legal guarantee of 24 months Derma Medical Systems provides a full warranty of 12 months for the hardware and software supplied by us, starting from the technical ready status, which contains the exchange of defective parts. As manufacturer with competent and specialized service site we have not only the possibility, but we also see it as our special service obligation to provide you trouble free work with the systems supplied by us. Our service Hotline +43 1 318 69 90 is available for free consultation for all users during standard office hours (MO -DO: 8.00 – 17.00, FR: 8.00 – 13.00).

### 4. Return policy

We want you to be happy with the equipment that you have bought and as such we operate a 14 day no quibble money back guarantee. In plain terms, this means that if you send the goods back to us, within 14 days after receipt, in the same condition as we sent them to you then we will refund your money less 10% (at least 15 euro) for handling charges and expenses. This does not affect your statutory rights.

Please note that you will have to bear the cost of the return postage and ensure that there is sufficient insurance to cover any damage which may be sustained in transit

If you use your return right within 14 days after receipt of the goods the sales contract becomes void.

Please consider the following:

- Always send back the complete article with its full and original package.
- We can accept only the goods sent back to our Head Office in Vienna.
- A copy of the invoice is to be enclosed with the shipment.

### 5. Crating and Shipping

Derma Medical Systems charges shipping fees that are dependable of the recipient country. For some countries these expenses cover only the part of the actual shipping and crating costs. The eventual difference is covered by Derma Medical Systems.

### 6. Retention of Goods

Until full invoice amount is booked on our account all delivered goods remain the property of the Derma Medical Systems, Handels- und Entwicklungs GmbH.

### 7. Jurisdiction

The laws of the Republic of Austria apply for any jurisdiction issue in connection with this online shop. Area of jurisdiction is exclusively covered by the responsible court in 1030 Vienna.