

# Returns Form

Customer satisfaction is our top priority – both with our products and service. If you have an issue with a product we delivered, please contact us immediately by phone (+49 89 904 75750). We will be happy to assist you and work together to find a solution.

|                                |                  |         |          |
|--------------------------------|------------------|---------|----------|
| Company and/or Customer Number |                  |         | Customer |
| Your Internal Reference        | Packing Slip No. | Patient |          |

|           |                                  |                |
|-----------|----------------------------------|----------------|
| Product-A | Article No. (and/or description) | Returned Items |
| Product-B | Article No. (and/or description) |                |
| Product-C | Article No. (and/or description) |                |
| Product-D | Article No. (and/or description) |                |

|                                                                                                                  |     |    |
|------------------------------------------------------------------------------------------------------------------|-----|----|
| Are the returned products <b>complete</b> ? (NO = <u>only one side</u> from a pair or <u>parts are missing</u> ) | Yes | No |
|------------------------------------------------------------------------------------------------------------------|-----|----|

|                                                                        |  |                       |
|------------------------------------------------------------------------|--|-----------------------|
| <b>Ordered incorrectly</b> , and new replacement products were ordered |  | Check only one reason |
| The products are <b>no longer needed</b>                               |  |                       |
| You have decided on <b>products from another manufacturer</b>          |  |                       |
| <b>Duplicate order</b>                                                 |  |                       |
| <b>Products</b> were ordered for <b>selection purposes</b>             |  |                       |
| <b>Individual parts</b> were ordered for <b>selection purposes</b>     |  |                       |
| <b>Incorrectly delivered</b> by ORTHO-SYSTEMS                          |  |                       |
| <b>Damaged</b> products/parts for inspection                           |  |                       |
| Movement stops return for <b>deposit</b>                               |  |                       |
| Return of sample, test product, or loaned product                      |  |                       |

|         |
|---------|
| Remarks |
|---------|

**Returns Address:** ORTHO-SYSTEMS, Merowingerstrasse 14, 85551 Kirchheim, Germany

Returns can only be processed efficiently for credit if all of the following conditions are fully met: The goods and their packaging must be undamaged, the item must be from the current product version (no custom-made items), and it must be complete, in its original packaging with the product label, unused, and in perfect hygienic condition. Returns must also include this fully completed returns form. Additional administrative and processing costs may apply. If a return is delayed, late fees may reduce the credit amount. A return is only possible within eight months. The return of tools is not permitted. For more information on returns for credit as well as possible late, administrative, and processing fees, please refer to our General Terms and Conditions (T&C).



## Environment

From the very start, when we founded our company, we consciously chose green as our company color. Then as now, this color symbolizes our environmental awareness and commitment to sustainability.

### Returning Items:

Please pack the goods as compactly as possible to ensure stability and protection during transport, minimizing the risk of damage. The outer packaging must be sturdy and appropriately chosen for the contents. When padding, make sure that all parts are firmly and securely positioned. Use sufficient filling material to avoid empty spaces so that the products cannot move inside the package. If possible, please use environmentally friendly packaging materials.

### Our Packaging:

- **Product Packaging:** To protect our products, we use braided sleeves made of PE, which we reuse whenever possible. The products are wrapped in transparent cellophane made from wood, which is compostable, biodegradable, and therefore a sustainable packaging solution. Materials, add-ons, and replacement parts are sometimes packaged in resealable bags made of PE, which are both highly reusable and recyclable.
- **Outer Packaging:** We strive to reuse the packaging materials we receive whenever possible. Our outer packaging consists exclusively of cardboard, cushioning material made from paper, and 95% paper adhesive tape. If we use plastics for packaging, they are reused cushioning materials.

### Recycling:

- **PE Braided Sleeves:** We are happy to receive the braided sleeves we use for packaging our products, for reuse. In doing so, both of us contribute to reducing packaging materials and promoting sustainability.
- **Metals:** We accept the return of all metals used in our products for recycling (brass, bronze, titanium, aluminum, and stainless steel). This allows for the proper separation and recycling of each metal type, helping to conserve valuable resources.
- **0° Movement Stops:** Whenever possible, we refurbish returned brass stops and reuse them. This reuse reduces energy consumption, conserves valuable resources, and helps promote a sustainable circular economy.

