

Product Return Instructions

1. Notification of Return:

- a. For returns or exchanges, please contact by following email:
 - i. sales@merivaara.com : Merivaara/ Surgery products
 - ii. sales@lojer.com : Lojer/ H&N and PTE products
- b. A ticket number is generated from this email, which serves as the RMA (Return Merchandise Authorization) number and allows the return to be tracked
- c. Please note! The customer is required to notify us about any product returns

2. Shipping and labelling

- a. Once the return has been agreed upon with the contact person, the customer fills out the product return form and includes it with the shipping
- b. The product must be returned in its original, unopened packaging, if possible. Securely package the product to prevent damage during transit.
- c. Please note that the customer is responsible for the shipping costs.
- d. Clearly label the package with the return address and any other required information.
- e. Make sure the RMA number is visible
- f. Inform the contact person that the product has been shipped and provide with the tracking number.

3. Refund

- a. The product will be inspected to ensure it is in the agreed condition
- b. A refund will be issued within 30 days of Merivaara/ Lojer receiving the product

If you have any questions or need further assistance, please don't hesitate to contact our customer service team.