

Return policy

Returns of good between customer and Iscador AG Switzerland

	Reason / State of the goods	Remuneration / credit
1	Incorrect delivery by Iscador AG which is legitimately objected to in writing within 5 days.	100%
2	Goods with transport damage which are objected to with written and image documentation within 5 days (including damage report from the transport company in the event of obvious transport damage)	100%
3	Goods returned as a result of a batch recall (within 2 months of recall).	100%
4	Expired goods, 2 months before to 2 months after expiry, upon receipt of the destruction protocol and with detailed product information (batch, expiry, quantity) in written form from the customers defined by Iscador AG.	100%
5	Any return that does not correspond to a case outlined in items 1-4 (for example, incorrect orders, etc.)	0% + Bearbeitungsgebühr: 20 EUR

RR_CH_eng_03.2018

Please note that physical returns result in a processing fee of CHF 8 / unit. If you destroy the goods, we will refund them free of charge upon receipt of the destruction protocol.

Return address:

Alloga AG
Buchmattstrasse 10
3400 Burgdorf

Email: kundendienst@alloga.ch

ISCADOR  AG

Lösungen für die Integrative Onkologie