

PRODUCT RETURN FORM

Please attach this document with the returned products. If not otherwise separately agreed:

- Each returned product must have its own form filled
- We kindly ask you to return the products to the address from which they were originally sent.

Addresses of our offices below:

Lojer Oy Sastamala
Putajantie 42
38210 Sastamala
FINLAND

Lojer Oy Kempele
Pikkutie 4
90440 Kempele
FINLAND

**Lojer Oy Hollola /
Merivaara Oy**
Tarmontie 2-4
15860 Hollola
FINLAND

NOTE! All fields must be filled with clear spelling in English – if not, possible credit note will not be issued!

Consignor/distributor details	
Company	<input type="text"/>
Contact person	<input type="text"/>
E-mail	<input type="text"/>

Case details	
Ticket number	<input type="text"/>
Note: If unclear, ask from your Lojer Group contact person before sending!	
Contact person at Lojer Group	<input type="text"/>

Returned item details	
Item code	<input type="text"/>
Item description	<input type="text"/>
Fault/problem description or other reason for return	<input type="text"/>

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.