



Return Regulation

1. Principles

The return of properly delivered goods shall take place only after prior agreement. The goods must have been obtained from ck-pharma-grosshandel e.K. and correctly stored and handled since delivery. Correct storage must, in every case, be confirmed in writing on the return form (see Paragraph 2). The goods may not leave the area of responsibility of the customer. Goods which are already with the pharmacist or the patient are fundamentally excluded from return.

Incorrect or damaged deliveries are to be complained of within three working days from receipt of the goods. Obvious defects in the delivery must be reported immediately to ck-pharma-grosshandel e.K. or there can be no acceptance of the goods (refusal of acceptance).

2. Reporting Returns

Returns are always to be reported to ck-pharma-grosshandel e.K.. In addition, the return form of ck-pharma-grosshandel e.K. is to be fully completed, providing the delivery note and invoice numbers. ck-pharma-grosshandel e.K. shall send the customer the return form upon written, electronic or telephone request.

There will be no processing of the return without the fully completed return form.

Unsolicited goods returned will be destroyed immediately by ck-pharma-grosshandel e.K. without the customer being informed. There will be no credit note for the return in this case.

3. Cancellations

Cancelling orders is only possible if ck-pharma-grosshandel e.K. has not already delivered the goods. Cancellations must always be in writing and require the express agreement of ck-pharma-grosshandel e.K.. Verbal or telephone cancellations are not accepted by ck-pharma-grosshandel e.K..

4. Goods with Expired Shelf-life

Goods with an expired shelf-life can never be taken back, unless the return had already been agreed at the delivery.

5. Goods with Limited Shelf-life

Goods with a limited shelf-life can never be taken back, unless the return had already been agreed at the delivery. The goods must reach ck-pharma-grosshandel e.K. by no later than four months before the expiry of the shelf-life.

6. Damaged Goods

ck-pharma-grosshandel e.K. fundamentally dispatches only perfect goods. Complaints about damaged goods can only be accepted if the outer packaging was visibly damaged at delivery to the customer. This damage is to be documented photographically. In addition, for actuarial reasons, there must also be photo documentation of the packaging and the goods. The outer packaging, packaging and goods must be preserved by the customer until the final conclusion of the verification by ck-pharma-grosshandel e.K..



The return of an agreed return is organised by ck-pharma-grosshandel e.K.. ck-pharma-grosshandel e.K. reserves the right to specify the type and extent of the return in order to ensure that the goods remain marketable and undamaged.

The customer is responsible for the proper and secure packaging of the return goods. Padded materials must be used in order to avoid damage.

Goods from incorrect deliveries are taken back at no charge by ck-pharma-grosshandel e.K.. The collection of goods with limited shelf-life as well as empty journeys are billed at a minimum of € 30.00 net, if no other regulation has been agreed.

7. Return of Goods Which Must Be Kept Cold

The regulations made in Paragraph 6 apply. In addition, it is to be observed that goods which must be kept cold are stored correctly. ck-pharma-grosshandel e.K. reserve the right to request a relevant temperature log.

Goods which must be kept cold must be packed in a normal box without cold packs or other cold elements as they will be transported temperature-controlled. Polystyrene boxes may not be used.

Returns not packed appropriately will not be accepted by ck-pharma-grosshandel e.K., as the maintenance of the required temperature zone during the transportation cannot be traced clearly. In this case, there will be no credit note for the return.

8. Credit Note

A return will only be credited if this had been agreed, the goods are undamaged and complete, it does not involve third party goods, and the goods are marketable. In addition, the goods will be subject to a strict check. If the goods are rated as fault-free by ck-pharma-grosshandel e.K.'s quality control, the credit note will ensue.

The credit note will ensue on the basis of the original purchase price, less rebates and discounts granted, the costs of collection and deductions for damage not caused by ck-pharma-grosshandel e.K..

The amount will be credited to the customer's business account.

9. Contact Person

For queries about return regulations or reporting returns, the following contact persons are available to you:

purchase & sales manager	Michael Rothmund
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