

- **International and local shipping options**

- ESC Medicams ships their product worldwide. The shipping options may vary depending on the delivery address, what time you make your purchase and item availability. For international shipping, we usually use Fedex or Dhl express depending upon the availability. Supported shipping zones

- **Shipping costs**

- At the time of processing your purchase, we will show you the available shipping methods and the cost.

- **Custom Clearance, Import Duties and Taxes**

- Customer is responsible for all the documentation related to custom clearance in his country.

- Customer has to pay any necessary customs, import fees, and taxes when your item arrives. These import charges are generally based on the item's price, weight, dimensions, and country of origin, as well as any taxes, duties, and fees added by your country. Shipping cost does not include these import charges.

- As a buyer, it's your responsibility to check which customs and import charges may apply, and to pay them.

- We is not responsible for any Delay in clearance of shipment from any country other than origin.

- We will be responsible for Dispatching and transportation of the package to the exact same given address by the buyer. Any discrepancies in the given address by the buyer will cause delay or lose of shipment for which we will not be responsible.

- **Policy around returns & exchanges**

- We grant you a period of 10 Days from the Delivery date to return the products (except those mentioned in Clause 18.2 below, for which the right to cancel is excluded). In case you return the goods within the contractual term of the right of withdrawal, you will only be reimbursed with the

amount paid for said products. Delivery charges will not be reimbursed. Unless you hand the goods over in a ESC Medicams store in India , you shall bear the direct cost of returning the goods and import taxes and duties.

We reserve the right not to accept return of products which (i) we believe are being returned after use, or (ii) are damaged (except where the return is on account of damaged goods having been delivered to you).

The withdrawal period will expire after 10 Days from the day on which you received the Order Confirmation.

To exercise the right of withdrawal, you may notify us at ESC Medicams by sending an email to info@escmedicams.com or by writing to our contact form, of your decision to withdraw from this contract by an unequivocal statement (example: a letter sent by post or email or email).

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

If you decide to withdraw from this Contract, and subject to above, we will return to you all payments received from you, excluding delivery charges without any undue delay, within 15 days of the date on which the returned product is received to our address. The refund will be issued to the original payment method used during the purchase.

You shall send back or deliver the goods or hand them over to us at any ESC MEDICAMS store in India or via a courier that we will send to your home without undue delay and in any event not later than one month from the Order Confirmation date. Unless you hand the goods over in a ESC Medicams, you shall bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

18.2 Common provisions

You shall not have the right to withdraw from the Contract when it is for the delivery of any of the following Products:

- i. Customised items

ii. Endoscopes.

iii. Sealed goods which are not suitable for return due to hygiene reasons and where unsealed after delivery.

iv. damaged goods

v. goods which have been used prior to withdrawal from contract

vi. Accessories.

Your right to cancel the Contract shall apply exclusively to the products that are returned in the same condition in which you received them. No reimbursement will be made if the product has been used once it has been opened, for products that are not in the same condition as when they were delivered or if they have been damaged, so take care of the products(s) while in your possession. Please return the products using or including all their original packaging, instructions and other documents, if any, accompanying the products. In any case, you must send the product to be returned together with the receipt that you received when the product was delivered. You will find a summary on exercising this cancellation right when you receive the order.

Upon cancellation, the respective products shall be returned as follows:

1.) Returns by Courier: You may return the product to the address given by us at the time of placing return request. The invoice provided along with return shipment should contain the value mentioned by us while placing a return request. We ask you to return the product within 10 Days from the date of Delivery, together with the receipt. After examining the article, we will inform you of whether you have the right to reimbursement of the amounts paid. The refund (excluding delivery charges) will be paid as soon as possible and, in all cases, within 15 days from the date on which We receive the returned product to our given address. Notwithstanding the foregoing, we may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. The refund will always be paid using the same payment means you used to pay for your purchase. If you have any questions, you can contact us on our contact form.

18.3 . Returns of Defective Products

If you think that at the moment of delivery the product is not as stipulated in the Contract, you must contact us immediately on our contact form, providing the product details and the damage sustained; you can also call us on +919818100144.

You must return the product to the address given by us while placing return request. The refunding or replacement of the article shall take place as soon as possible and in all cases within 15 days from the date on which we send you an email confirming that the refund or replacement of the product is going ahead. If a defect or damage is confirmed on the returned products, we will give you a complete refund including the charges you have accrued of delivery and return. The refund will always be paid using the same payment means you used to pay for your purchase. All rights recognised in current legislation shall be, in any case, safeguarded.

• **Order processing and delivery times**

- After we receive the order, We take 1-3 Business Days to process the order. Dispatch Time depends on the item. Dispatch time is usually 2-4 working days but subjected to availability and product.

Delivery Time depends upon the delivery address and custom clearance in destination country. Delivery time might get affected by events that are beyond our reasonable control ("Force Majeure"). Force Majeure shall include any act, event, failure to exercise, omission or accident that is beyond our reasonable control, including, among others, the following:

- i. Strike, lockout or other forms of protest.
- ii. Civil unrest, revolt, invasion, terrorist attack or terrorist threat, war (declared or not) or threat or preparation for war.
- iii. Fire, explosion, storm, flood, earthquake, collapse, epidemic or any other natural disaster.
- iv. Inability to use trains, ships, aircraft, motorised transport or other means of transport, public or private.
- v. Inability to use public or private telecommunication systems.
- vi. Acts, decrees, legislation, regulations or restrictions of any government or public authority.

vii. Strike, failure or accident in maritime or river transport, postal transport or any other type of transport.

It shall be understood that our obligations deriving from Contracts are suspended during the period in which Force Majeure remains in effect and we will be given an extension of the period in which to fulfil these obligations by an amount of time equal to the time that the situation of Force Majeure lasted. We will provide all reasonable resources to end the situation of Force Majeure or to find a solution that enables us to fulfil our obligations by virtue of the Contract despite the situation of Force Majeure.

- **Payment options**

- At the time of processing your purchase, we will show you the available payment methods.

- If payment is made to our bank account, make sure that the shipping address is same as registered address in your bank account from which payment is made. We will not be able to ship the product to different address or to address which does not match the address from which payment is being made.

- **Payment requirements and instructions**

- If payment is made to our bank account, make sure that the shipping address is same as registered address in your bank account from which payment is made. We will not be able to ship the product to different address or to address which does not match the address from which payment is being made.

- **Contact information**

- In case of any query you may contact us through contact form or email us at info@escmedicams.com