

### Would you like to return a purchased item?

You can return purchased items within 14 days, beginning from the day you received them. Please note that a full refund is only possible if the purchased item is in an unused and undamaged condition.

### Do you think an item is defect?

- You could not fix the problem with the supplied instruction manual (Chapter "Problem solutions")? Before you send the article back to us, please call us on +49 (0)2565 / 406 2727 or send us an e-mail with a description of your problem to [support@mindfield.de](mailto:support@mindfield.de).
- If you are exercising your warranty rights, please don't send us items which have been damaged by yourself and where the warranty is not valid. Otherwise this would create unnecessary costs for you.

### What you should be aware of when you return an item:

Every return needs to have a filled out return slip. Please also add a copy of your invoice or the delivery receipt (did come with the item).

The returned item has to be purchased from Mindfield Biosystems Ltd. Please read our Terms & Conditions and the chapter about different levels of refunds if the item is in a used condition.

**Unfree returns will not be accepted and cannot be processed. Also returns without return slip won't be processed.**

You can find the return slip form which you can print [here](#).

### Shipping fees for your return:

- We refund your shipping fees for defect or wrongly delivered items. Please send us an e-mail to: [support@mindfield.de](mailto:support@mindfield.de).
- In all other cases, you will have to pay for the shipping fees. Please keep in mind:
  - Items with a value above 100 Euros have to be send with additional shipping insurance.
  - The choice of the shipping carrier is yours.