



GERMAN  
CAPITAL  
PHARMA

German Capital Pharma GmbH  
Breite Strasse 13a, 12167 Berlin

+49 30 / 120 534 07-0

+49 30 / 120 534 07-9

contact@gc-pharma.de

## Return-Policy

Dear customer,

we have to be notified about wrong deliveries and damaged goods within 5 business days of reception. To make a return as easy as possible for you please observe the following rules and regulations:

- Please complete the attached „Notice of Return“. Please make sure to include the correct information, especially invoice number, article number, dosage form and batch number of the goods to be returned.

Returned goods that differ from the Notice of Return cannot be credited to you.

The Notice of Return has to be filled out entirely, it needs to be signed and stamped.

- Please send the Notice of Return to the following fax number +49 30 120 534 07-9 or via email to [office@gc-pharma.de](mailto:office@gc-pharma.de).

- You will receive a return number from us.

- For return please include a copy of the original invoice, documentation of storage conditions during time of storage (temperature) and the Notice of Return (as original). Please do not send anything back without a return number.

- In case of non-adherence to storage conditions (and during transport) we are unable to give credit for the returned goods. Documentation of correct storage has to be included and provided by the transport company. Without prior written consent from German Capital Pharma a deviation from these regulations is not allowed.

- Please send your return under observation of correct storage terms, well packaged in suitable package materials to our following address:

**German Capital Pharma GmbH**  
**Retourenabteilung / Return-Nr.:**  
**Lager – Badstr. 20**  
**13357 Berlin**  
**Germany**

**IMPORTANT:** Return shipments that have not been notified by Notice of Return or bearing no Return-Number will not be accepted. All goods that previously have left the European Economic Area will not be accepted as return or respectively destroyed (if applicable at costs).

Geschäftsführer  
Dr. Jens-Uwe Junghanns

Handelsregister:  
Amtsgericht Charlottenburg  
HRB 183 102 B

Bankverbindung  
IBAN: DE75 1004 0000 0150 0693 00  
BIC/ SWIFT: COBADEFFXXX

Finanzamt für Körperschaften III  
Steuernummer: 29/305/30228  
USt-IdNr.: DE 309937854



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Please observe in case of reimbursement:

- We will only reimburse the price applicable at the moment of return based on the valid buying price and limited to the actual price of the original invoice. Price reductions during the time from the original order to the time of return cannot be applied.
- Only goods purchased from German Capital Pharma can be reimbursed if the goods are in their original state and without any damages (e.g. not sticker residue, etc.).
- We reserve the right to request prove of storage conditions at any time.
- Goods with a remaining shelf life of less than six months cannot be returned.
- In case of return with incomplete Notice of Return (see above) or without copy of the original invoice no reimbursement can occur. On demand, we provide a declaration of destruction.
- Returns that are sent freight collect or damaged will not be received.

NOTE: for goods in closed cooling chain:

Prove of storage conditions must be supplied.

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