



ONLINE ORDERS AND RETURNS POLICY

1. Ordering Process

- **Channel-Specific Orders:** All orders must be placed through the designated channel to be eligible for this policy

2. Payment Terms

- **60-Day Payment Term:** Customers are granted a 60-day payment term from the date of invoice.
- **Payment Methods:** We exclusively accept bank transfers as the payment method. Please ensure your bank transfer is completed within the 60-day term to avoid any disruptions.

3. Risk-Free Purchasing

- **Satisfaction Guarantee:** We offer a risk-free purchasing experience. If you are not completely satisfied with your purchase, you may return the item under the conditions outlined below.

4. Returns Policy

- **Eligibility for Returns:** Returns are accepted if there is an issue with the device, such as defects or malfunctions. Please contact our customer service team within 30 days of receiving the device to initiate a return.
- **60 Day Promise:** We are confident you will be satisfied with your Zeiss product. Should you wish to return the product please contact our customer service team within 60 days of delivery to request a return.
- **Inspection and Refund:** Upon receipt if the goods are damaged or deviate from the conditions of return we reserve the right to withhold all or part credit.

5. Customer Support

- **Contact Information:** For any questions or concerns regarding your order or return, please contact our digital commerce team digitalcommercegroup.microscopy.gb@zeiss.com

6. Additional Information

- **Exclusions:** This policy does not cover damage caused by misuse, unauthorized repairs, or alterations.
- **Policy Updates:** We reserve the right to update this policy at any time.

7. Terms and Conditions



- **Reference:** This Orders and Returns Policy is governed by our Terms and Conditions, which are available on our website at [Terms and Conditions](#). We encourage you to review these terms for comprehensive understanding and compliance.