

Exchange and Returns Policy

Quality Management

The measures aim to comply with the maintenance of RIELLENS continuous improvement processes, received by the of Good Manufacturing Practices of Medical Products, which complies with RDC Resolution 16 and ISO 13485 guaranteeing a better relationship with our customers, traceability of our products and the effectiveness of our Quality Management System.

Our commitment is your complete satisfaction in the purchases made with Riellens. Simply follow the procedures of our Exchange and Return policy that was created based on the Consumer Defense Code.

1. Product Returns

Returns will only be accepted within 7 (seven) calendar days after the receipt.

2. Product Exchange for another product

In case of withdrawal, you can exchange the product returned by another product of your need within 60 (sixty) calendar days after the effective receipt thereof.

3. Product Exchange with manufacturing defect

If the purchased product has a technical or manufacture defect during use, you shall contact Riellens' Customer Service within 90 (ninety) days from the date of delivery, in accordance with (Article 18 of the consumer defense code).

I) Request the repair of the identified defect;

II) Request the replacement of the product by another of the same type, brand and value in perfect conditions of use.

Riellens has thirty (30) calendar days, from the date of receipt of your product in our company, to resolve the occurrence, provided that everything is as required.

Product replacement will only occur upon receipt of the product following the recommendations below.

4. Warranty Conditions

In order to exchange or return the product, the following conditions must be observed:

- The product cannot be used.
- The product must be shipped in its original packaging, without violation.
- When carrying out the return or exchange process, the customer must describe on the back of the NFE Invoice to be returned exchanges, the number of the Order, the name of the person who is returning, the CPF of the person who is in the company and the date of purchase.

Requests that do not comply with the above requirements will not be considered, being subject to return by Riellens to the purchaser, with issuance of collection for reimbursement of transportation.

To avoid any problems with your purchase, be aware of the exact description of the product you want to buy.

Riellens recommends the dentist to observe the indications and contraindications of each patient and follow the recommendations available in each product use instruction available on the website:

<http://riellens.com.br/en/instructions-for-use/>

5. Warranty exclusion conditions

This warranty does not apply to:

- Riellens product that has suffered any type of contamination by responsibility of the professional or third parties;
- Existence of contraindications mentioned in the instructions for use of the products;
- Riellens product that has not been used in accordance with the instructions for use;
- Riellens product that has been modified or combined with third party products not manufactured by Riellens.

6. Contact Riellens Customer Service

The customer should contact our Customer Service - SAC, through the telephones, 11 4158-9218, 11 4158-5018, informing the product specifications and the reason for the return. It will only be accepted the returns of products whose packaging is intact without any violation.

The customer is responsible for sending the products of the exchange (shipping). Products should be forwarded to the care of Riellens Customer Service, located at Rua Fernando de Noronha, 785, Jardim Margarida, in the city of Vargem Grande Paulista, State of São Paulo, Zip Code: 06730-000.