

SIMON OURIAN M.D.

Shipping & Return
Policy

2026

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Shipping Policy

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1. SHIPPING AND DELIVERY CHARGES

Our warehouse will select the most efficient and suitable shipping carrier for your market. Shipping costs for your order depend on your location and the quantity purchased, and these will be displayed at checkout.

Additionally, free shipping is available for orders that exceed a specified minimum order value as follows:

Country	Free Shipping above
England, Scotland, Wales	£70
Germany, Austria, Netherlands, Belgium, France, Spain, Italy, Portugal	100 €
Switzerland, Lichtenstein	120 CHF
Poland	400 zł
Sweden	1200 Kr

Deliveries to countries within the European Economic Area or Switzerland generally take up to 7 business days. In exceptional circumstances, delivery times may vary. In any event, delivery will take place within the timeframe required by applicable consumer protection laws. For orders shipped outside the European Economic Area, excluding the UK and Switzerland, additional local import fees and customs duties may apply, which are imposed by local authorities and are outside the Company's control. Such charges are the Customer's responsibility and may be due upon delivery.

2. ORDER TRACKING

Once your order has been shipped, you will receive a confirmation email. A tracking number with a link to track the package's progress can be found in your Simon Ourian M.D. account under the orders section. Please be aware that our logistics partner operates Monday to Friday during regular business hours and generally requires a signature upon delivery. If an order is lost or damaged, please notify our customer service team at conciierge@simonourianmd.com as soon as reasonably possible after delivery or the expected delivery date.

DELIVERY LOCATIONS

We provide international shipping in the market where we operate. Orders shipped outside of the European Economic Area, excluding Switzerland and the UK, are subject to Delivery Duty Unpaid (DDU) terms. This means that additional local import fees, customs duties, or other charges related to special shipping conditions may apply, which are imposed by local authorities and are outside the Company's control. All customs duties and import fees are the customer's responsibility and may be due upon delivery. For further information, please contact our customer service team for assistance with any inquiries.

3. RETURN POLICY

The Customer has the right to withdraw from the contract within 30 days without having to provide a reason. This 30-day withdrawal period is offered by the Company as a voluntary extension and does not affect the Customer's statutory withdrawal rights under applicable consumer protection laws. The 30-day withdrawal period begins on one of the following dates:

- a) The date on which the Customer, or a third party designated by the Customer such as a parcel shop/locker (other than the carrier), takes physical possession of the products.
- b) For contracts involving multiple products ordered together but delivered separately, the date refers to when the Customer, or a third party designated by the Customer (excluding the carrier), takes physical possession of the final product.
- c) For contracts involving the delivery of a product in multiple shipments or parts, the date refers to when the Customer, or a third party designated by the Customer (other than the carrier), takes physical possession of the final shipment or part.
- d) For contracts involving the regular delivery of products over a specified period, the date refers to when the Customer, or a third party designated by the Customer (excluding the carrier), takes physical possession of the first product.

To exercise the right of withdrawal, the Customer must clearly inform **Simon Ourian M.D.** of their decision to cancel the contract. This can be done, for example, by sending an email to concierge@simonourianmd.com.

- To meet the withdrawal deadline, it is sufficient for the Customer to send their notification regarding the exercise of the right of withdrawal before the withdrawal period expires.
- If the Customer withdraws from the contract, SOMD will refund all payments received from the Customer, including the cost of standard outbound delivery, without undue delay and no later than 14 days from the date on which SOMD is informed of the decision to withdraw.
- The Customer is responsible for the cost of returning the products, unless otherwise required by law. The reimbursement will be processed using the same payment method used for the initial transaction.
- SOMD may **withhold the refund until the products have been received at the warehouse** or the Customer has provided evidence of having returned the goods, whichever occurs first.

Customers are requested to reach out to concierge@simonourianmd.com to arrange the return of a shipment.

- Where the Customer chooses to use SOMD's standard return service, a return shipping label will be provided by concierge@simonourianmd.com
- The Customer is responsible for the cost of returning the products. Where SOMD's standard return service is used, the applicable return fee will be deducted from the refund as set out below:

Country	Return Fee
England, Scotland, Wales	10 £
Germany, Austria, Netherlands, Belgium, France, Spain, Italy, Portugal	10 €
Switzerland, Lichtenstein	10 CHF
Poland	40 zł
Sweden	110 Kr

- Once the Customer has notified SOMD of the decision to withdraw from the contract, the products (including any free gifts) must be returned without undue delay and no later than 14 days from the date of such notification. This return period applies regardless of the length of the withdrawal period offered. The deadline is considered met if the Customer ships the products before the 14-day period expires.
- The Customer will be responsible for any reduction in the value of the products only if it results from handling the products in a way that exceeds what is necessary to assess their condition, features, and functionality, such as use beyond initial inspection or testing comparable to what would be permitted in a retail environment.
- There is no right of withdrawal for personalized products due to their customized nature. Once an order for personalized products has been placed and accepted, the Customer cannot cancel the order.
- **The right of withdrawal does not apply to sealed goods which are not suitable for return for health protection or hygiene reasons once the seal has been removed after delivery. Customers are requested to contact concierge@simonourianmd.com before initiating a return shipment.**
- If a product arrives damaged or defective, the customer may request a return for a replacement or repair, in line with their statutory rights. Proof of the issue may be required before processing the return or replacement.
- If you believe a product is faulty or non-conforming, please notify SOMD as soon as reasonably possible after discovery to allow us to investigate the issue. To allow us to assess and resolve the issue appropriately, SOMD may require reasonable evidence of the alleged defect, such as photographs, a description of the issue, batch or order details, and, where appropriate, the return of the product for inspection. This reporting request does not affect or limit your statutory rights in respect of faulty or non-conforming goods under applicable law. Remedies for faulty or non-conforming products will be provided in accordance with applicable statutory consumer rights.
- In the event of an adverse reaction, customers are requested to notify SOMD as soon as reasonably possible. To allow SOMD to carry out appropriate product safety and quality investigations, customers reporting an adverse reaction may be requested to provide relevant information, such as photographs, product batch details, usage information, and, where appropriate, to return the product for examination. This reporting request does not limit or replace any statutory consumer rights or product safety obligations. Any remedies or compensation will be assessed on a case-by-case basis, in accordance with applicable consumer protection and product safety laws.
- SOMD reserves the right to investigate claims relating to defective products or adverse reactions and to determine the appropriate remedy in accordance with applicable law and the outcome of such investigation. In assessing whether a notification has been made within a

reasonable time, SOMD will take into account the nature of the product, the manner and duration of use, the time at which the issue could reasonably have been detected, and whether continued use of the product occurred after the issue was identified.

- If the delivery address provided by the Customer is incorrect or incomplete and, as a result, the shipment cannot be delivered and is returned to SOMD, the Customer may be responsible for the costs incurred as a result of the failed delivery. Any instalment payments shall remain due only to the extent permitted under applicable law and subject to the Customer's statutory rights, including the right to withdraw from the contract or terminate the instalment arrangement where applicable.
- If the Customer fails to collect their order from a parcel shop or locker within the time made available by the carrier, and the order is returned to SOMD due to such non-collection, the applicable return fee will apply.
- Customers are encouraged to check the tracking link available in their Simon Ourian M.D. account, monitor delivery progress, and take reasonable steps to be available to receive the order. This does not affect the Customer's statutory rights in the event of delivery issues attributable to the carrier or other circumstances beyond the Customer's reasonable control.