

ROC AMADEUS - PPE RETURN POLICY

12 April 2026

1. Scope

This policy applies to all products marketed by Roc Amadeus, in particular Category III Personal Protective Equipment (PPE) as defined by Regulation (EU) 2016/425 on personal protective equipment.

2. General Principle

Due to the critical nature of these products (user safety), return conditions are strictly regulated to ensure that any product placed back on the market maintains the highest possible level of safety.

3. Right of Withdrawal (Distance Selling)

In accordance with Directive 2011/83/EU on consumer rights:

- The customer has a period of 14 days from receipt of the goods to exercise their right of withdrawal.

Returns accepted only if:

- the product is new;
- unused;
- not installed;
- in its original, undamaged packaging;
- with any security seals intact and unopened (where applicable);
- accompanied by all accessories and documentation.

Returns refused if:

- the product has been used, even partially;
- the product shows signs of handling or wear;
- security seals have been broken;
- the packaging has been opened in a manner that compromises the integrity of the product.

Justification:

In accordance with applicable regulations, the right of withdrawal does not apply to unsealed goods that cannot be returned for reasons of health protection or safety.

4. Return Procedure

1. Submit a return request via: [email / form]
2. Validation by Roc Amadeus
3. Shipment of the product by the customer (at the customer's expense unless the product is defective)
4. Quality and safety inspection upon receipt

Roc Amadeus reserves the right to refuse a return if these conditions are not met.

5. Defective or Non-Conforming Products

In the event of a defect, the statutory guarantee of conformity applies (24 months).

The customer may request:

- repair;
- replacement;
- refund (if no other solution is possible).

In this case:

- returns are accepted even if the product has been used;
- return shipping costs will be covered.
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6. Safety and Traceability (Specific to PPE)

For any returned product, Roc Amadeus may:

- record the serial number and/or batch number;
- analyse the product;
- retain the product for safety assessment purposes.

No returned product that has been used may be placed back into circulation.

7. Products Excluded from Return

The following products are excluded from return (except in the event of a defect):

- products that have been used or put into service;
- products whose safety can no longer be guaranteed;
- incomplete products.

8. Product Recall / Safety

If a critical defect is identified:

- Roc Amadeus may initiate a product recall;
- the customer will be informed directly;
- the arrangements (replacement or refund) will be specified on a case-by-case basis.