

This form is the official Bauerfeind DEMO Package Information and Consent Form, which stipulates the Bauerfeind terms and conditions regarding the management of official DEMO and trial stock as part of the Bauerfeind Education and Patient Support Program. This includes the process for the organization of DEMO stock, the dispatch of products to clinics, and the obligations and responsibilities of practitioners in the receipt, handling, and return of DEMO stock packages and individual trial products. It is essential that clinicians engaging with Bauerfeind stock under Bauerfeind's initiatives become familiar with the terms and conditions to affirm acknowledgement and understanding of mutual obligations towards the care and quality preservation of Bauerfeind stock.

1 DEMO and Trial Stock Organization

A Bauerfeind DEMO package, comprising various Bauerfeind stock, is dispatched to the clinic. Selection of key products for a DEMO package coincide with the fundamental clinical focuses and patient needs expressed by practitioners. Organisation of a DEMO package is typically accompanied with the booking of a virtual or face-to-face product and educational workshop hosted by a Bauerfeind product technician.

2 Receipt and Handling of DEMO Stock

Once in the possession of the clinic, care and preservation of the DEMO stock is under the obligation and responsibility of the clinic and attending practitioners. Whilst in-clinic, the DEMO products can be removed from their original packaging prior to, during, and after a Bauerfeind product workshop. The products must conform to the following quality standards:

- Products must remain in a resalable condition, and will be assessed by the Bauerfeind Returns team upon receipt of the returned products to confirm quality status
- Products must remain in an unused and unworn state, save for the brief trialling of aids during the workshop
- Products can only be trialled on patients in a controlled clinical environment for roughly 10 minutes, and patients cannot exit the clinic with a product, after which it will be considered a used article

3 Return of DEMO Stock

DEMO stock is to be held in-clinic for a period of 14 days, and/or until the hosting and completion of a Bauerfeind product workshop. Holding of stock beyond 14 days is authorised subject to discussion with a Bauerfeind representative.

It is the responsibility of the clinic to ensure that all Bauerfeind DEMO stock is returned using a return label provided by the Bauerfeind Orders team.

4 Assessment of Stock Upon Return

4.1 Criteria for Return

The returned DEMO stock will be subject to a quality assessment by the Bauerfeind Returns team to confirm the following:

- All products dispatched as part of the DEMO package have been returned (with exceptions; see 4.2 below)
- Products are in resalable condition
- Products are unused and unworn
- Products have been returned in their original packaging

4.2 Failure of Assessment Upon Return

As aforementioned, all returns will be assessed according to the quality standards established by the Bauerfeind Returns team. A product will be disqualified for successful return if one or more of the conditions stipulated in section 4.1 have not been satisfied. In this instance, a clinic will be notified and the following action(s) will be pursued:

- A restocking fee will be issued for returned products that demonstrate slight wear-and-tear but remain potentially resalable. The fee incurred will be 20% of the wholesale price of the product.
- A restocking fee will be issued for products that are returned in highly damaged packaging beyond potential damage sustained during freight transit. The fee incurred will be 10% of the wholesale price of the product.
- An invoice at the full wholesale cost of the item will be issued for damaged products that demonstrate strong signs of wear and use and are no longer in resalable condition. The product will also be shipped back to the clinic.

5 Purchase of DEMO stock

A clinic is entitled to purchase an item from a DEMO package following notification to a Bauerfeind representative with request of intent to do so. The clinic will receive an invoice for payment for the product(s) purchased from the DEMO stock.

