

This form is the official Bauerfeind Trial Product Information Form, which stipulates the Bauerfeind terms and conditions regarding the management of official trial products dispatched as part of the Bauerfeind Education and Patient Support Program. This includes the process for the organisation of trial stock, the dispatch of products to clinics, and the obligations and responsibilities of practitioners in the receipt, handling, and return of stock. 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 products.

1 Trial Stock Organisation

Following consultation with the attending practitioner, trial products will be dispatched to the clinic by the Bauerfeind Orders division. Selection of key products to trial for patients coincide with the fundamental patient needs and clinical recommendations following discussion with the Bauerfeind product specialists.

2 Receipt and Handling of Trial Stock

Once in the possession of the clinic, care and preservation of the trial stock is under the obligation and responsibility of the clinic and attending practitioners. Whilst in-clinic, these products can be removed from their original packaging prior to, during, and after trialling with the patient. The products must conform to the following quality standards whilst present in-clinic and during a trialling session:

- 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. Resalable status is affirmed when the product(s) meet the following criteria:
 - Products can only be trialled on patients in a controlled clinical environment
 - Trialling is defined as the wearing of a product for around 15 minutes
 - Patients cannot exit the clinic with the product. Doing so will alter the status of use of the product and disqualify it for a return
 - Products must remain in an unused, unwashed, and unworn state

3 Return of Trial Stock

Trial products can be held in-clinic for a period of 14 days, during which it is expected that the patient has been provided with the opportunity to be fitted for the product in the clinic, and provide a judgement concerning its suitability.

It is the responsibility of the clinic to ensure that all Bauerfeind trial 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 stock will be subject to a quality assessment by the Bauerfeind Returns team to confirm the following:

- All products dispatched for trial 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 Trial Stock

A clinic is entitled to purchase a trial product following notification to a Bauerfeind representative with request of intent to do so. The clinic will receive an invoice for payment for any product(s) purchased.

