



# Authorisation & Order Form



Please remember to save this document to your desktop or files upon completion. Changes made to this document will be lost if closed without saving it first!

Patient Name	Catalogue #	Description / Quantity
e-mail	10009-00603	gammaCore, 300 Doses
Phone	10009-00602	gammaCore, 150 Doses

Date: <input type="text"/>	Physician Authorisation: I authorize the named patient to use and reorder:
<input type="checkbox"/>	gammaCore listed above as per the intended use plus adequate number of device(s) listed above for a period of 12 months from the first date of order.
Physician Name & GMC Number	
Clinic/City/Country	
Signature	

Please sign this authorisation & order form before submitting to [electrocore@denehc.co.uk](mailto:electrocore@denehc.co.uk): print, sign & scan

Order Form			
Patient Name	Delivery Address (if different from patient contact information)		
Address	Address		
City	City		
Post Code	Post Code		
Country	Country		
Phone	Phone		
e-mail	e-mail		

A customer service representative will contact you within 24 hours upon receipt, to confirm payment details and shipping information.

Please send your authorisation to [electrocore@denehc.co.uk](mailto:electrocore@denehc.co.uk) or fax to +44 (0) 1132 50 50 90. To place an order over the phone, please call +44 (0) 1133 22 93 18.

Postal address: Dene Healthcare, Unit 4-7 Gateway Drive, Yeadon, Leeds, Yorkshire, LS19 7XY



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## General

When ordering products from electroCore, the following conditions apply.

## Availability

Delivery of the gammaCore is determined by our choice for the fastest possible delivery. Delivery time varies depending on product availability, however, if product is available, it will be shipped to the address stated within 3-5 days of receipt of payment. In the event that there is a delay in delivery, the customer will be informed of the reason for the delay and the new estimated delivery time.

## Supply Risk

electroCore assumes the risk of damage or loss of the goods during shipment from the warehouse to the customer. In case of return of goods, the customer is responsible for the risk of damage or loss.

## Prices

All prices include VAT and delivery.

## Payment

electroCore offers card payment with Visa and Mastercard or bank transfer.

## Subject to changes

We reserve the right to change prices, final sales, typographical errors, errors in product images and / or inaccurate information caused by technical or human error. We reserve the right to change prices and conditions of sale.

## Repayment of return

Approved returns are refunded within 10 working days. When the goods have been paid by card the refund will be transferred to the card that was used with the purchase.

## electroCore Patient Promise

electroCore will issue a full refund for the product for any reason within 45 days from receipt of device.\* electroCore will issue a full refund for the products affected by the workmanship. It is important to examine the product carefully when it arrives. Any complaints regarding workmanship should be made within 7 days of product delivery date. Contact our customer service by phone +44 (0) 1133 22 93 18 or via e-mail address [electrocore@denehc.co.uk](mailto:electrocore@denehc.co.uk). Enter a brief description of the subject, your name and order number for further instructions. electroCore will send the affected device to the manufacturer for a final assessment. In case of any dispute, follow Consumer Complaints Board's recommendations. (\*Applicable on final device on initial order only, must complete product training, one per customer).

## Privacy & Security

electroCore and its Partners follow all local privacy laws in the country of sale. electroCore only uses your personal information to fulfill our commitments and communication to you.

## Fraud attempt

All attempts at fraud will be prosecuted.

## A valid authorisation from a physician

Orders without a physician consultation and validated Authorisation & Order form will not be fulfilled by electroCore and its Partners.

## Force Majeure

electroCore is not responsible for delays in performance (including shipping and warranty action) caused by circumstances beyond electroCore's control. Examples of circumstances beyond electroCore control is - but to be an exhaustive list - labor disputes, power failures, lightning, fire, atmospheric disturbances, legal enactment, government action, war, strikes or similar causes, possible blackouts, disruptions in charge of hosting / server etc.

Dene Healthcare on behalf of electroCore LLC

Unit 4-7 Gateway Drive  
Yeadon  
Leeds  
Yorkshire  
LS19 7XY