

Return Instructions – How to return items

Last updated: 2026-06-10

Would you like to return a purchased item?

You can return purchased items within 14 days, beginning from the day you received them. Please note that a full refund is only possible if the purchased item is in an unused and undamaged condition.

Do you think an item is defective?

- Could not fix the problem with the supplied instruction manual (chapter "Problem solutions")? Before you send the item back to us, please call us on **+49 (0)2565 / 406 2727** or send us an e-mail with a description of your problem to **support@mindfield.de** – the problem can often be solved without a return.
- If you are exercising your warranty rights, please don't send us items which have been damaged by yourself and where the warranty is not valid. Otherwise this would create unnecessary costs for you.

Step 1: Register your return online

Register your return conveniently online – your return slip is generated automatically:

<https://mindfield-shop.com/en/register-return/>

Recommended: with your customer account (everything pre-filled)

Log in to your account and open the "Register a return" page (or "My account → My returns"). Simply select your order from the list – **your address details and the items of your order are already filled in**; you only choose the reason and submit:

Register a return

How would you like to proceed?

Choose from my orders Older order / enter manually

Order
40000015202 - 9. June 2026

For what reason would you like to return something?

Reason
Defective / complaint

If your item is defective, please contact our support first ([contact form](#) or support@mindfield.de) - often the problem can be solved without a return. Within the warranty period we cover the return shipping costs; after it expires you bear the costs.

Mindfield covers the return shipping costs. We will provide a return label.

Your details

Name * QA Testkunde Email * eegenius@mindfield.de

Company (optional) Phone (optional)

Street and house number
Hindenburgring 4

Postcode 48599 City Gronau

Country * Germany

Which items would you like to return?

Item	SKU	Quantity	Serial no.
Atemgurt-Adapter für MindMas	ATE-ADA	1	Serial no. (important) <input type="text"/>
<input type="text"/>			

Fault description

Please describe the fault as precisely as possible.

Refund

To the original payment method To a bank account

Note: Unpaid shipments or shipments without a return slip cannot be processed. For goods worth 100 EUR or more, please ship insured.

Alternatively: without a customer account

- **With your order details:** order number and the order's e-mail address are sufficient – the items are loaded automatically.
- **Without order details** (e.g. older purchase): list the items – for devices, the serial number is particularly important for identification.

Register a return

How would you like to proceed?

I have my order details (order number + email)
 I do not know my order details (e.g. long-time customer)

Order number

Order email

For what reason would you like to return something?

Reason

If your item is defective, please contact our support first ([contact form](#) or support@mindfield.de) - often the problem can be solved without a return. Within the warranty period we cover the return shipping costs; after it expires you bear the costs.

Who bears the costs will be determined after we review your case.

Your details

Name *

Email *

Company (optional)

Phone (optional)

Street and house number

Postcode

City

Country *

Which items would you like to return?

Item	SKU	Quantity	Serial no.
<input type="text" value="Item description"/>	<input type="text" value="SKU"/>	<input type="text" value="1"/>	<input type="text" value="Serial no. (important)"/>
<input type="text"/>			

Fault description

Please describe the fault as precisely as possible.

Refund

To the original payment method
 To a bank account

Note: Unpaid shipments or shipments without a return slip cannot be processed. For goods worth 100 EUR or more, please ship insured.

Step 2: Download the return slip and include it in your package

After submitting, you receive your return slip directly as a PDF download and additionally by e-mail confirmation.

Register a return

Thank you!

Your request has been created: **RMA-2026-0004**

Please enclose the return slip with your shipment. You will shortly receive a confirmation by email.

[Download return slip \(PDF\)](#)

For EU returns (within the European Union):

- Every return needs the **return slip** – please print it and include it in your package.
- Include a **copy of your invoice or delivery receipt**.
- **No customs documentation required.**
- The returned item must be purchased from Mindfield Biosystems Ltd.

For international returns (non-EU countries – USA, UK, Switzerland, etc.):

- The required **customs documents are generated automatically** when you register your return online (CN22/CN23 declaration with the correct "returned goods" classification).
- The original invoice **MUST** be included **INSIDE** the package.
- Attach the customs documents **OUTSIDE** the package in a clear plastic envelope marked "**CUSTOMS DOCUMENTS**".
- Mark the package clearly as "**RETURNED GOODS – Originally exported from Germany**".
- Keep the tracking number and customs receipt for your records.

IMPORTANT: Unpaid (freight collect) shipments will not be accepted and cannot be processed. Returns without a registered return/return slip cannot be processed either.

International customers: While we strive to make returns customs-duty free through the Returned Goods Relief procedure, please note that some countries may still charge handling fees. We cannot guarantee that all customs authorities will accept the RGR documentation.

Step 3: Ship the package

Shipping fees for your return:

- **Defective or wrongly delivered items:** We refund your shipping fees. Please send us an e-mail to: support@mindfield.de.
- **All other cases:** You will have to pay for the shipping fees.

Please keep in mind:

- Items with a value above 100 Euros must be sent with additional shipping insurance.

- The choice of the shipping carrier is yours – for international returns, choose a carrier that provides customs clearance support and tracking.

Return address:

Mindfield Biosystems Ltd.
Hindenburgring 4
48599 Gronau
Germany

Need help?

If you're unsure about the return process, especially for international returns, please contact us at **support@mindfield.de** before sending your package. We're happy to guide you through the process!

Please read our Terms & Conditions and the chapter about different levels of refunds if the item is in a used condition.