



## Authorisation & Order Form

Please send your authorisation to  
**CustomerServiceUK@electroCore.com**  
or fax to **+44 (0) 1132 50 50 90**  
or call **+44 (0) 1133 22 93 18**

### PATIENT INFORMATION

|           |   |
|-----------|---|
| Name      | Delivery Address<br>(if different from patient contact information) |
| Address   | Address   |
| City      | City  |
| County    | County  |
| Post Code | Post Code   |
| Phone     | Phone   |
| e-mail    | e-mail  |

### PHYSICIAN AUTHORISATION – I authorise the named patient to use and reorder:

gammaCore listed below as per the intended use plus adequate number of device(s) listed below for a period of 12 months from the first date of order.

Doctor Name (Please print)

GMC Number

Hospital

City

Signature

Date

### DEVICE REQUESTED

| CATALOGUE # | DESCRIPTION   |
|-------------|---|
| 10009-10601 | <input type="checkbox"/> gammaCore, 31 day  |
| 10015-50302 | <input type="checkbox"/> gammaCore, 93 day  |
| 10015-02401 | <input type="checkbox"/> gammaCore, Charging Base (first order or replacement only) |

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

Please send your authorisation to **CustomerServiceUK@electroCore.com** or fax to **+44 (0) 1132 50 50 90**.  
To place an order over the phone, over the phone, please call **+44 (0) 1133 22 93 18**.

Additional questions please contact **CustomerServiceUK@electroCorellc.com**

## GENERAL

When ordering products from electroCore, the following conditions apply.

## AVAILABILITY

Delivery of 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 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

Price is subject to change.

## 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.

## RETURNS POLICY

electroCore will issue a replacement device within 7 days from receipt of returned device. electroCore will issue a replacement device 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 e-mail address [CustomerServiceUK@electrocorellc.com](mailto:CustomerServiceUK@electrocorellc.com). 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.

## 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 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.

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### electroCore, LLC headquarters:

electroCore, LLC  
150 Allen Road, Suite 201  
Basking Ridge, NJ 07920  
USA

