



From 01.01.2024, in order to guarantee you more fluidity in the treatment of your return requests, **we will no longer be able to accept packages that have not been the subject of a return authorization request via the extranet.**

DISTRIBUTOR PROCESS



REQUEST FOR AN AFTER-SALES SERVICE RETURN AUTHORIZATION
on WWW.VIRAX.COM > After-sales service

APPROVAL OF YOUR RETURN REQUEST

and authorization document sent by email by Virax

PRODUCT UNDER WARRANTY

under 2 years old,
without misuse

ENCLOSE WITH RETURN
the return authorization
document and the purchase
invoice

PRODUCT OUT OF WARRANTY

over 2 years old, with
package

ENCLOSE WITH RETURN
the return authorization
document and the order
form

PRODUCT OUT OF WARRANTY

over 2 years old,
without package

ENCLOSE WITH RETURN
the return authorization
document

GOODS RECEPTION

and email confirmation from Virax

REPAIR OR EXCHANGE

GOODS TRANSHIPMENT

and email confirmation by Virax

IF ACCEPTED

Accept or decline by
email the estimate
made by Virax:
sav@virax.com

IF REFUSED

RETURN postage due (25 €)
or **DESTRUCTION** (free)



SAV AFTER-SALE SERVICE
virax

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Email: sav@virax.com