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Medical and Laboratory Supplies

2025

Customer Service – Price Situation

Due to the volatile situation on the raw material and energy markets it may happen that some prices will have to be adjusted accordingly.

If you would like to receive our current price list, please contact our sales department.



Security creates confidence!

For many of our products we are manufacturer in accordance with the Medical Device Directives 93/42/EEC and 98/79/EC. These items are CE-marked.

We are certified according to DIN EN ISO 13485.
We will be pleased to submit the respective certificate upon request.

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Delivery and sales conditions

For the processing of our deliveries our delivery and sales conditions shall always apply. Conflicting or deviating conditions of our customers shall principle not be recognized by Heinz Herenz Medizinalbedarf GmbH. In exceptional cases Heinz Herenz Medizinalbedarf GmbH expressly confirms these in written form.

Illustrations & descriptions

The illustrations (photographs) and descriptions in our catalogue are representing the appearance of the respective article/item at the time this catalogue went to print. As we are constantly aiming to keep pace with the latest state of the art, we reserve the right – even without prior announcement – to alter items by colour, shape, execution and packing size. The applicable laws and regulations will always be considered.

Copyright and ownership of trademarks

Gynobrush®, Sonosafe® and Steristopper® are registered trademarks of Heinz Herenz Medizinalbedarf GmbH and must not be used without written permission. All rights reserved. Unauthorized copying, duplication and and/or distribution of trademark names, text, photographs, images and/or graphic material featured in our publications is a violation of applicable laws. Violators will be prosecuted to the fullest extent.

Offers

Our offers are always without engagement, especially in case of unforeseeable circumstances like interruption of fabrication, strikes, pandemics, war etc.

Delivery terms

Ex works our warehouse in Hamburg according to Incoterms latest edition (excl. handling & packing). Other terms of delivery are available upon request. Packing to our choice. Routing orders must be clearly stated in every Purchase Order. All risks to be borne by the buyer after consignment has left our warehouse unless otherwise agreed upon in writing. At the request of the customer, the goods can be covered by transport insurance. The customer shall bear any costs arising from this. There is no obligation to deliver.

Payment

Payment in advance or against irrevocable

confirmed L/C payable at sight. For an order value less than € 50,00 we will add a handling charge of € 25,00.

Delay of payment and injury of contract

Delay of payment and injury of contract allow us to cancel the contract after a fixed time or require compensation caused by unfulfilled contract. In case of delay of payment we will charge interest according to relevant bankers interest and a handling charge of € 5,00.

Reservation of proprietary rights

Until receipt of complete payment the goods always remain our property. Attachment, pawning and security transfer not allowed prior to full payment received. Reselling is only permitted to resellers within their usual business.

Samples and copies

For samples and copies handed over to us there will be no replacement or responsibility in case of loss, damage or destruction.

Prices

Prices are ex works and quoted as net prices in Euro (plus applicable taxes). All rights of changes of prices in the course of time, changes of packing standards as well as changes of the design of the products are reserved. Due to the strained situation of the general economy and foreign political situation the prices may vary extremely throughout the year.

Transport damage

Obvious transport damages must be reported immediately upon receipt of the goods by the customer to the carrier.

Return of goods

The buyer has to ask our assent before returning any goods. If we agree to the return of faultless goods the buyer has to pay a handling charge of minimum 10% of the value of the goods (minimum 10 €) as compensation for the handling of the returned goods.

Claims

Complaints visible defects have to be made within 3 working days from receipt of the goods. For hidden defects 3 working days

from knowledge. Later complaints cannot be accepted. The claimed goods may not be disposed of without consultation.

Heinz Herenz Medizinalbedarf GmbH reserves the right to request the claimed goods for inspection.

Place of jurisdiction: Hamburg

Hamburg Controversities to be settled exclusively according to applicable German laws.

Special agreements

Special agreements have to be confirmed in written form. All rights in property and return of this catalogue and other schedules are reserved. Misuse and transfer to competitors and other nonauthorized persons as well as reprinting and digest of our catalogue is prohibited.

Exclusivity Clause

Our Delivery and Sales Conditions are basis for all our statements of intent, agreements and offers. By placing an order, by silently accepting our commercial order confirmation and/or by accepting delivery they will become an integral part of any contract or agreement. Conflicting or deviating or supplementary provisions and conditions of the other party, even upon knowledge thereof, will not become an integral part of the contract unless expressly confirmed and accepted by us in writing and signed by an officer of this company.

MDR / IVDR

Any kind of alterations of medical + invitro diagnostics products, that are not compliant with the MDR / IVDR conformity will be inadmissible. All damages that are caused by not com-plying to this guideline, will be charged to the perpetrator. The company Heinz Herenz Medizinalbedarf GmbH will not take the responsibility/liability for this kind of incidences.

Identification and traceability

We advise our customers to adhere to the Regulation (EU) 2017/745 und 2017/746 Artikel 14 "General obligations of distributors".

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