

## Product specifications

### ReadMe & PowerMe set

The measuring pen and the treatment device are packaged and delivered together. After confirmation of payment by Pay.nl, this set is sent to the buyer. You will receive the confirmation of the order in an email. At the same time we send you the invoice, the technical specifications, the instructions for use and instructional video's.

### Right of withdrawal

After placing the order you have 14 days to cancel your order. In that case you send the articles by registered post and postage, together with the completed cancellation form to our address. The package contains the undamaged device, the accessories, the original packaging and your name, address and e-mail. You will receive a confirmation of receipt from us that will be sent to your e-mail address. The amount paid by you will be transferred by us within 10 working days after receiving the registered return shipment. You address this to our office address in Arnhem. The package contains the undamaged device, on which no signs of use are visible, the accessories, the original packaging and your name, address and e-mail.

For this you use the cancellation form that you can download from the website.

### Variable cost

The use of Read & PowerMe is free for the first two months. You then pay for the use of the system, similar to a prepaid telephone. The following rates apply for this:

You pay in advance into your account for the measurements and interactive treatments. You can pay to your user credit amounts in the order of € 50 = € 100,= or more. The treatments by yourself and any family members are deducted from this per treatment. The credit or the remainder of it remains valid for 6 (six) months after the last usage.

The following amounts are deducted from your credit for the various treatments:

€ 1.50 / time for taking your meridian measurement and balancing it according to the protocol that appears immediately after the measurement and that has been drawn up for you based on the measurement.

€ 2 to € 6 per treatment according to the prices for the standard protocols for common complaints. These amounts are stated in the App. Each protocol also includes the number of treatments that we recommend based on experience. You are free to deviate from this.

If you use a home treatment plan prepared for you by your doctor or therapist, you will receive an invoice from your therapist directly after you have downloaded your plan from the server.

All amounts include 21% VAT.

### The software

The **Read&PowerMe** App can be found in the Apple App Store under the exact same name. After downloading the App you can use your system after entering a password and login code. The directions for use explain step-by-step how to use the app.

## Privacy

Your name, address and e-mail data are used by Raymedy International exclusively by our administration and if you wish for sending newsletters. You can send your measurement data to your doctor or therapist. This data is not used by us. We use your measurement data exclusively for administration and not for data analysis, big data or research. Your measurement data and registration of your complaints are only stored so that you can consult your measurements yourself and the software can prepare your treatment plan.

## Support

You can ask questions about the App and its use if you go to the website [www.raymedy.com](http://www.raymedy.com) and complete the questionnaire. You will receive the answer to your question within 3 working days. We do our best to answer the question within 24 hours. You can also look in the "frequently asked questions" section to see if your question has already been answered there.

## Information and training

For people who are looking for more in-depth information or who need more written support, the instructions in the software and video instructions. You may also order our book 'five elements 12 meridians'. Please let us know when you are interested in our seminars. These seminars are announced on the website and mentioned in our newsletter. Practical training takes place during these seminars and this is interspersed with lectures on traditional Chinese medicine especially about the meridians, the five elements, energetic regulation, the physical backgrounds of energetic medicine, emotions and how these influence your energy.

## Guarantee

Raymedy guarantees that the ReadMe and PowerMe are free from defects and that they meet the safety requirements. The warranty period is 12 months after delivery. Batteries and connection cables are excluded from the warranty from 3 months after shipment to the buyer, as the manner of use is predominantly determining for the lifetime. Recommendations for charging the battery are included in the operating instructions. Also wear due to normal use is not covered by the warranty, nor are damages caused by abuse.

If the goods to be delivered do not meet these guarantees, Raymedy Int. eg replace the item within a reasonable period after receipt thereof or, if a return is not reasonably possible, replace the written notice of the defect by the purchaser, at the option of Raymedy Int.bv, or arrange for repair. In the event of replacement, the buyer undertakes to return the replaced item to Raymedy Int.BV. and the ownership to Raymedy Int. for example.

The aforementioned guarantee does not apply if the defect has arisen as a result of improper or improper use or if, without written permission from Raymedy Int. eg, the buyer or third parties have made changes or attempt to make the goods or have used them for purposes for which the goods are not intended.