



Authorisation Form & Patient Consent - Canada

Please email completed forms to customerserviceca@electrocore.com
Call (888) 903-2673 for more information

PATIENT INFORMATION	
Name:	
Email:	
Phone:	
Address:	Shipping Address:
City:	City:
Province:	Province:
Postal Code:	Postal Code:

AUTHORISED BY A REGISTERED HEALTHCARE PROVIDER	
I hereby authorise the above named patient to use gammaCore therapy as indicated	
Name:	
Registration Number:	
Clinic name:	
Signature:	Date:

Product Description	Product Number	Price C\$ (Excl. taxes)	Quantity	Tax (as per Province)	Total C\$ (Inc. Taxes)
93-Day Starter Kit	12016-03002	\$750			
93-Day Refill Kit	12016-03593	\$750			
36-Month Kit	11016-03003	\$7500			

PAYMENT INFORMATION
An invoice for payment will be sent via online payment platform 'Stripe' using the email address provided in the 'Patient Information' section above. Please use that link to complete the payment and your order will then be placed and shipping details provided. Please ensure the correct Province is stated in the address field to ensure only the appropriate taxes are applied.

I consent for my healthcare provider(s) and their staff to disclose my personal information to electroCore and its business partners, agents and distributors, together "electroCore", to be able to a) supply me with gammaCore, and b) arrange for me to be provided with training as to how to use gammaCore.	
CONFIRMED BY PATIENT AS SIGNED BELOW	
Signed:	Date:



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Privacy Notice

Your healthcare provider is the controller of your personal information, including but not limited to your Medical ID, device ID, and related order details ("ID Information"). Your personal information will be shared with electroCore and its business partners, agents, and distributors (collectively, "electroCore") to a) supply you with gammaCore; and b) arrange training on how to use gammaCore.

electroCore is the controller of any personal information provided to us (either by you or your healthcare provider) for the purpose of administering training. This may include your contact details and any ID Information.

Your personal information will only be shared with third parties where permitted by applicable law, such as when necessary to protect your vital interests or those of another person, or when required for the establishment, exercise, or defence of legal claims.

Our legal basis for collecting and using your personal information is your consent.

electroCore will retain your personal information only as long as there is an ongoing legitimate need to do so, such as while you are receiving gammaCore treatment. Once this need ends, your personal information will either be deleted or anonymized. If immediate deletion is not possible (for example, due to backup archives), your personal information will be securely stored until it can be deleted.

You may have the following rights regarding your personal information:

- To access, correct, update, or request deletion of your personal information.
- To object to the processing of your personal information.
- To request restrictions on the processing of your personal information.
- To request portability of your personal information.
- To opt out of marketing communications.

To exercise these rights, please contact us using the details below. You may withdraw your consent at any time by providing written notice to the contact details below. You may also have similar rights regarding your personal information held by your healthcare provider and should contact them directly for such requests.

If you have concerns about our collection or use of your personal information, you have the right to file a complaint with a data protection authority. For more information, please contact your local data protection authority.

If you have any questions or concerns about how we handle your personal information, please contact us at: CustomerServiceCA@electrocore.com

GENERAL

When ordering products from electroCore, the following conditions apply.

AVAILABILITY

The delivery method for gammaCore is determined based on the fastest possible shipping option available. Delivery times vary depending on product availability. If the product is in stock, it will be shipped within 3 to 5 business days from receipt of the order. If there is a delay, the customer will be notified of the reason and provided with a new estimated delivery timeframe.

PRICES

For current gammaCore pricing, please contact Customer Service at customerserviceca@electrocore.com. If prices change, electroCore will provide at least 45 days' advance notice.

DELIVERY, OWNERSHIP OF THE PRODUCTS & RISK OF LOSS

Once electroCore has received the full purchase price and valid authorisation for the patient ordering the product, the product will be shipped to the patient.

- Ownership of the purchased product transfers to the patient upon delivery to the carrier.
- Risk of loss also transfers to the patient upon delivery to the carrier. electroCore is not responsible for any damage or loss incurred during shipment.
- electroCore is not liable for delays in shipping.

The product will be considered accepted by the patient unless a written rejection notice is submitted to CustomerServiceCA@electrocore.com within three (3) business days of receipt, specifying the reason for rejection.

AUTHORISATION REQUIRED

gammaCore is available only with authorisation from a healthcare provider. Orders without a valid authorisation will not be fulfilled by electroCore or its partners.

RETURNS POLICY

Customers should inspect the product upon arrival. Any complaints must be made within seven (7) days of the delivery date.

To request a return authorisation, contact Customer Service at CustomerServiceCA@electrocore.com with:

- A brief description of the issue
- Your name
- Your order number

Return Conditions:

electroCore will issue a replacement device for products affected by a manufacturing defect or damaged during shipment at the time of receipt. A replacement will be sent within 7 days of receiving the returned device.

If a customer wishes to return a device due to dissatisfaction, electroCore will not provide a replacement or a refund.

In case of a dispute, electroCore will follow the recommendations of the Consumer Complaints Board.

PRIVACY & SECURITY

electroCore and its partners comply with all applicable Canadian privacy laws in the country of sale. electroCore only uses your personal information to fulfill our commitments to you, as outlined in the Patient Consent Privacy Notice.

FORCE MAJEURE

electroCore is not responsible for delays in performance (including shipping and warranty services) caused by circumstances beyond its control. These may include, but are not limited to labour disputes, power failures, fires, lightning, or extreme weather events, government actions or legal enactments, war, strikes, or civil disturbances, disruptions in web hosting or internet services.

In such cases, electroCore will make reasonable efforts to resume service as soon as possible.