

Subject: Recall CEFALY® Enhanced e-TNS for migraine

Dear Ms. XXX

We are reaching out to inform you about an important update regarding the CEFALY® Enhanced e-TNS device you are currently testing or have recently purchased for migraine treatment.

CEFALY Technology, the manufacturer of the device, has identified a quality issue that requires a replacement of the affected units. Although the defect does not pose any health risks, it may result in an unpleasant treatment experience, which we would like to avoid. This issue only impacts a limited number of devices, and the electrodes are not affected.

To facilitate the return process, you will soon receive a separate email with a pre-paid Swiss Post return address. You can use this to return the affected device to us at no cost.

Once CEFALY Technology has addressed the issue, we will promptly send you a replacement device. If you are still in the testing phase, the new device will reset your trial period, giving you an additional 120 days from the receipt of the replacement.

Thank you for your cooperation and patience as we resolve this matter.

If you have any questions, please do not hesitate to contact us.

Kind regards

Chantal Tellenbach

Administration Sales & Quality Manager

CEFALY c/o NEUROLITE AG

Hühnerhubelstrasse 79 • 3123 Belp • Switzerland

T +41(0)31 529 28 31

info@cefaly.ch • www.cefaly.ch



CEFALY®
**AT HOME TREATMENT AND
PREVENTION OF MIGRAINE**



Patients
pain relief



Medication
reduction



@cefalyschweiz @cefalysuisse