The safety and wellbeing of our clients and employees is our priority. We have, therefore, taken the necessary precautions and are strictly following the guidelines issued by the National Institute for Public Health and the Environment. NightWatchEpilepsy.com is a digital organisation, and, therefore, you can still order from us. Our delivery times remain unchanged, and you can always call +31 (0)85 0601252, or send an email to info@nightwatch.nl

Can I still order?
Of course, you can. NightWatch is a medical device and, therefore, we remain open, even in this difficult time. Our employees who handle your order, do so in accordance with the safety guidelines issued by the National Institute for Public Health and the Environment.

When will I receive my order?
We do our best to deliver the NightWatch within the agreed delivery time. In general, it takes 4 to 6 days (depending on whether or not a weekend is included). Anyhow, we will contact you upon ordering. As soon as we have handed your package over to the parcel delivery service, you will receive a Track and Trace number.

How can I claim my free trial period if I am in quarantine, or return the NightWatch? What can I do?
The health of our clients is extremely important to us. In principle, the 30-day trial period should be enough to try out the NightWatch. However, should something unexpected happen during this period, simply get in touch with us by calling +31 (0)85 0601252. We’ll surely find an adequate solution.

What about the invoice if I am temporarily unable to return the NightWatch?
If you don’t want to keep the NightWatch after the trial period, but are unable to return it due to circumstances, please call us at +31 (0)85 0601252. We’ll surely find an adequate solution.

What does the parcel delivery service do to prevent spreading the virus?
In order to prevent spreading the Corona virus, the parcel delivery service is strictly following the safety guidelines issued by the National Institute for Public Health and the Environment. The parcel delivery service knows what their delivery men have to do to stay safe and healthy, for example by avoiding body contact and keeping a safe distance.

Are your production and distribution hygienic and safe?
It goes without saying that our production line and distribution follow the highest hygienic standards in place for medical products so that your NightWatch can be sent hygienically and safely, and our employees stay healthy. You can order from us without any worries.