



## Communicatio optima

Process Communication Model® - PCM  
Crew Resource Management - CRM

PCM & CRM Seminars  
Self-Published Books  
Consulting for Textbook Authors

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Prehospital Emergency Physician |  
Author | Trainer

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### Important Information on Gift Cards

#### How to Redeem Your Gift Card

Please choose your items in the shop and send me your order via email:

[service@communicatio-optima.com](mailto:service@communicatio-optima.com)

Please excuse this inconvenience. It is due to the fact that the software of the shop cannot process individual gift cards (yet). Therefore, I will process your order manually, usually within one business day.

#### A Few Relevant Pieces of Information

- This is a multi-purpose gift card.
- It can be used to purchase any product or to book any service which I offer in my shop.
- Its price does not include VAT.
- Tax will be collected when a product or service is bought with the gift card.
- The gift card is valid for three years from the date of purchase.
- You can only redeem it only once.
- You cannot combine it with any other discounts.

**I wish you every success with what you want to achieve!**

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#### Contact

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#### Online

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