

## RMA-CONDITIONS

Dear customer,

With this letter we would like to draw your attention to our RMA conditions.

The procedure is as follows

**1.1** For the return of defective goods, an RMA number must always be requested from our quality department at [qs@printecds.com](mailto:qs@printecds.com).

**1.2** The RMA request must contain at least the following information

- our article number
- Serial number (if available)
- quantity
- Invoice number/delivery note number
- a precise description of the fault (stating 'defective' or 'does not work' is not sufficient for rapid processing).

**1.3** Defective goods may only be returned to Printec-DS after an RMA number has been issued. The customer shall bear the shipping costs.

Shipments sent carriage forward and cash on delivery will not be accepted.

The purchaser shall be liable for damage or loss in transit to Printec-DS.

**1.4** Upon receipt of the rejected goods, Printec-DS shall verify the error pattern in order to determine whether a warranty case exists.

The buyer shall not be entitled to a warranty claim if

- the buyer has handled the goods improperly.
- the buyer has made changes to the goods
- the buyer has carried out repairs independently
- the buyer has handled the goods negligently in any other way.

  
Thomas Holeczek  
-Managing Director-

  
Johannes Kromer  
-Environmental Management Representative -

Im Übrigen gelten unsere Verkaufs-, Lieferungs- und Zahlungsbedingungen

**Hausanschrift**  
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**Banken**  
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Sparkasse Singen-Radolfzell (BLZ 692 510 40) 4 738 332