

Guidelines for return delivery of exchange parts

Komax AG operates an exchange service for its own products. Information regarding the current exchange parts can be found in the document "List exchange parts", which can be sent anytime by your responsibly spare part / export contact partner.

Return Material Authorization (RMA):

With the Komax **order confirmation**, we normally confirm products out of the exchange service to a reduced price. When products are returned for the circular flow, the RMA number has to be remarked on your delivery documents or a copy of the order confirmation has to be enclosed.



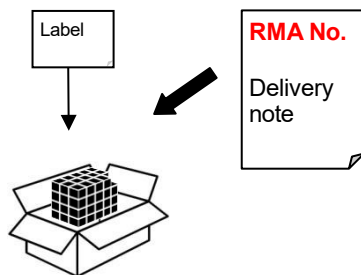
Our customers are kindly requested to handle the property of Komax carefully and return it in consideration of the below listed guidelines

Order handling return delivery (RMA)



- Delivery costs at the expenses of the sender: **Incoterms** 2010, DAP Dierikon ("free delivery")
- **RMA number** has to be marked on the shipment documents (delivery note, proforma invoice, etc.)
- Please do not mark the RMA number on the original Komax packaging (reusable packaging!)
- The declared value on the proforma invoice has to correspond with the real value of the product
- Remark the **country of origin** for each delivered product (equal to the import invoice)
- Please remark: **"Goods out of exchange back to supplier"**

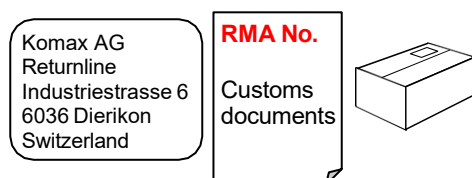
Packaging / accompanying document



- Reuse the Komax original packaging to secure optimal **mechanical and electrical (ESD)** protection
- Use removable labels
- Put the delivery and accompanying documents **into** the package.



Delivery address



- Affix the customs papers **OUTSIDE OF** the packaging
- Return the parts to the pictured delivery address and send an email with the customs document (**tracking number**) to your responsible spare part / export contact partner.

Exchange Service

- Exchange parts are rebuilt and currently subscribed used parts.
- If no exchange part is available on stock, the new article will be offered.
- Komax AG reserves the right to limit partly or entirely the delivery of exchange parts.
- We reserve the right to decline exchange credit note requests for parts returned later than the **RMA deadline of 90 days**.
- Products defected by manipulation (unauthorized interference!), with broke or bent print components, caused by insufficient mechanical protection (insufficient packaging), as well as **not ESD conform** delivered products will be charged.
- Our **terms and conditions of delivery** are valid.