

Calibration / Repair of property of customer

Komax AG operates for own products a repair service. Information regarding current minor repair work can be found in the document „Repair of property of customer“, which can be sent anytime by your responsible spare part / export contact partner.

Return Material Authorization (RMA):

Each return request has to be pre-advised in written form to service.din@komaxgroup.com stating the following details: quantity (units), part number, product description, serial number and error message. Through the issue of the RMA number, your product is allowed to be returned.



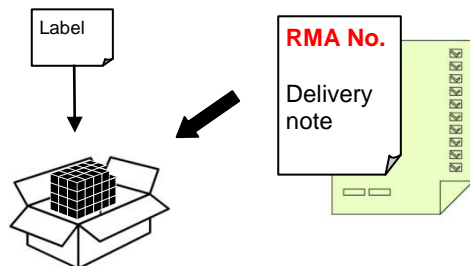
The orders are processed particularly by the serial number. In order to track the repairs, we ask our customers kindly to send a **separate order** for repairs to Komax AG. In order to guarantee a smooth and efficient processing, we ask you kindly to consider the important information regarding the repairs.

Order handling return delivery



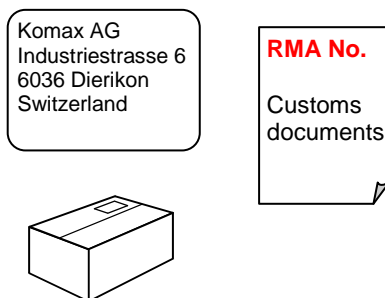
- Delivery costs at the expenses of the sender: **Incoterms 2010**, DAP Dierikon („free delivery “)
- **RMA number** has to be marked on the shipment documents (delivery note, proforma invoice, etc.)
- Please do not mark the RMA number on the original Komax packaging
- The declared value on the proforma 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 for repair back to supplier** “

Packaging / accompanying document



- Choose a packaging for optimal **mechanical and electrical (ESD)** protection for your product
- 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.

Repair / Calibration / Additional effort

- If the reparation will **not** be ordered after preparing a cost estimate, we will charge a lump-sum for the operation.
- In general the calibration will be charged according to the Komax price list (incl. test report or inspection certificate). The repair will be charged separately according to the actual costs.
- The **general terms and conditions** are valid (repair and maintenance).