

## Guidelines for return delivery of warranty parts

Valid for the return deliveries within the period of warranty of exchanged products.

### Return Material Authorization (RMA):

With the Komax **order confirmation** we normally confirm the products for the warranty exchange with the price 0.-  
When products are returned (requested to be returned, for expertise or for the further use) the RMA number has to be remarked on your delivery documents or a copy of the order confirmation has to be enclosed.



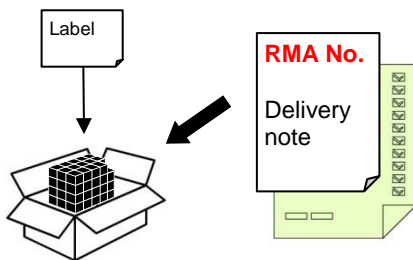
Our customers are kindly requested to handle the property of Komax carefully and return it in consideration of the below listed guidelines

### Order handling return delivery



- Transport costs according to agreement/allowance Komax AG
- **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 warranty back to supplier** “

### Packaging / accompanying document



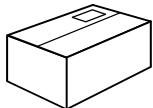
- Reuse the Komax original packaging to secure optimal **mechanical and electrical (ESD)** protection
- Use removable labels
- Put the delivery and accompanying documents **into** the package, incl. Check lists, Error description / error messages and Case specific information.



### Delivery address

Komax AG  
Industriestrasse 6  
6036 Dierikon  
Switzerland

**RMA No.**  
Customs documents



- 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 of warranty parts for the exchange service

- Warranty parts (e.g. expensive electronic) will be internally repaired, modified and provided as exchange parts.
- If no new-part is available, on a case by case basis also a rebuilt exchange part can be confirmed.
- *Missing parts will be reminded after 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 excluded from the warranty and charged.
- The **general terms and conditions** are valid