

January 2017

Customer information for return shipments

RMA return management at OEM Systems Group

Dear customer,

Thank you for your order. Despite the strictest quality controls, if you should have reasons for complaint we request that you follow the RMA procedure (Return Merchandise Authorization) described below in order to guarantee a fast and smooth processing.

Please do not return merchandise without our previous consent!

A. Transportation damage or wrong delivery

- We must be informed in writing of transport damages within five working days of receipt of the merchandise.
- Please note visible damages on the delivery note and have the shipping agent confirm them with his signature.
- Inform the responsible agent in the sales office. You will find the contact data (name, telephone / fax number, email address) on the delivery note.
- You will receive the return consent from the agent with the indication of a reference number. Please note this number on the back of the RMA document, which is included with the delivery note of the originally packaged merchandise.

B. Technical complaints

- Please inform the responsible field sales employee or agent in the sales office. You will find the contact data in the delivery note (name, telephone / fax number, e-mail address).
- You will receive the return consent from the agent with the indication of a reference number. Please note this number on the back of the return delivery note and include a short description of the reason for complaint.
- Please return the reclaimed merchandise along with the RMA document for technical inspection.

C. Other complaints

- Please observe that return shipments of faultless goods are only accepted within 90 days after the shipping date.
- This is exclusively the case for complete and undamaged packing units originally wrapped. The processing flat fee is 20% of the net value of the goods, but at least €50.00. Sender has to pay the freight costs.
- Inform the responsible field sales employee or agent in the sales office. You will find the contact data (name, telephone/ fax number, e-mail address) on the delivery note.
- You will receive the return consent from the agent with the indication of a reference number. Please note this number on the back of the RMA document, which is included with the delivery note of the originally packaged merchandise. The sender bears the freight charges.

Please note: The return address will be given to you along with the reference number!