

## Handling of Return Shipments

### 1. Return Materials Authorization (RMA)

- a. This form needs to be filled completely and accurately. Fields marked with \* are mandatory to complete. Please take care for that your entries are legible.
- b. The form needs to be signed by an authorized person. Please write the name in block letters next to the signature.
- c. When completed please send the RMA via email, fax or mail to us. Please refer to the contact data provided on the RMA form.
- d. For media and cleaning agent not considered as nonhazardous the media safety data sheets need to be sent to MEISTER together with the RMA, to get the authorization for return shipment. MEISTER reserves the right to request a media safety data sheet even if the media are considered as nonhazardous.

### 2. Review of your RMA

Your completely and properly filled and signed RMA form and any media safety data sheets are checked upon receipt. Possible queries will be passed to you in writing. The contact data of the person in charge for the RMA are mandatory, since it might be necessary to clarify certain details over the phone. If it is necessary to change or add something to the RMA form, we kindly ask you to send us a revised RMA form, the RMA number remains unchanged. Changes to the RMA need to be validated through a signature.

The allocation of the RMA number is no confirmation of any warranty claim.

### **3. Release of the Return Shipment through MEISTER**

After reviewing your RMA, any media safety data sheets and possibly after clarifying remaining questions you will receive the authorization to return the shipment in written format together with 2 parcel labels with the RMA number via email for printing.

The return shipment shall happen within maximum 3 months after approval, otherwise the authorization expires and a new RMA request needs to be placed.

#### 4. Conditions for the Return Shipment

In addition to our general terms and conditions the following, specific conditions apply for returns:

- a. Returned devices must be dismantled, cleaned, dry and residue free. This has no effect on a possibly existing warranty. Please make sure that the label is still legible if possible.
- b. Follow the dismantling instructions of the valid operating manual.
- c. When dismantling the device, make sure to consider all safety measures applicable for the media according the media safety data sheets.
- d. New and unused devices shall not be dismantled.
- e. Costs for the return shipment need to be covered by you.
- f. A copy of the RMA request must be attached to the shipping documents and glued on the outside of the package together with the delivery note.
- g. Please attach the parcel label visibly on the outside of the package.
- h. Please put the second parcel label into the package or to the shipping documents.
- i. Please use a suitable packing.
- j. Dismantled parts must be packed per device. Please do not mix parts of different devices.

Please note that products may only be returned after written consent of MEISTER! Unauthorized returns will be rejected and returned to you promptly at your costs.

#### 5. Collection of Returned Goods

The above conditions are mandatory to collect your return shipment.

Please note this by all means since returns that do not meet the above requirements will be rejected and returned to you at your costs. Further costs possibly arising from e.g. purchasing necessary personal protective equipment will be invoiced to you as well.

#### 6. Treatment of the Return Shipment

Upon receipt of the return shipment the goods will be checked and handled technically and commercially.

#### 7. Services Price List

Returns will be handled on the basis of the valid Services Price List.

A cost estimate is offered for a lump sum of EUR 25,--, these costs will be covered by the repair charges if a repair is ordered. These costs will be waived in case of a justified complaint or if a new device will be sent as a replacement. 5.

Vereinnahmung Ihrer Rücksendung.