

RETURNS POLICY

Version: July 2018

Procedure and conditions for returning goods

In principle, Rechner Sensors shall not be obliged to accept returns of correct, faultless articles. Safety-related articles such as ATEX, IECEx or hygienic design articles shall not be eligible for return.

1. Return delivery document and declaration of decontamination

The PURCHASER shall undertake to send the return delivery document together with the declaration of decontamination to RECHNER Sensors. If RECHNER Sensors accepts a return, the PURCHASER shall receive a return authorisation number. The purchaser may return the goods with this return number, the attached return delivery document and the declaration of decontamination at their own expense. The declaration of decontamination must be attached and clearly visible from the outside. Should this declaration of decontamination not be visible from the outside, then the shipment shall be returned at the expense of the PURCHASER.

2. Conditions for the return or exchange of articles

The return of faultless articles as a gesture of goodwill may be considered if the following conditions apply:

- They are not safety-related articles such as ATEX, IECEx or hygienic design articles.
- The articles were not delivered as part of a minimum order requirement.
- They are not application- or customer-specific special articles.
- The articles are in their original condition, in original packaging and not damaged.
- The articles meet the latest technical standards of RECHNER Sensors and are not discontinued.
- The certification status of the article is current.
- The delivery date of the article is not more than one month ago.
- The eligibility for return of the inventory item shall be at the sole discretion of RECHNER Sensors.
- RECHNER Sensors shall decide whether to issue a credit note or to ship technically equivalent alternative products after inspecting the returned articles.
- The value of the credit note shall be based on the former purchase price (net price).
- If the article is returned as a gesture of goodwill, that is, due to no fault of RECHNER Sensors, then 30% of the former purchase price will be deducted for processing, checking and restocking each article.

3. Return of defective items

In the case of articles that were returned as defective but for which no fault can be detected, RECHNER Sensors shall reserve the right to charge the PURCHASER up to €100 per article for any testing and administration costs incurred.

4. Delivery address

Approved returns together with the return delivery document shall be sent to the following address:

RECHNER Industrie-Elektronik GmbH
Gaußstraße 8 – 10
68623 Lampertheim