

RMA – Terms and Conditions

Dear valued customer,

With this letter we would like to draw your attention to our RMA conditions.

Process:

1.1 For the return of defective goods, an RMA number must always be requested from our quality department at gs@printecds.com

1.2 An RMA request must include at least the following information:

- Item number and serial number (if available)
- quantity
- Invoice number/delivery note number
- A clear description of the defect (stating "defective" or "does not work" is not sufficient for prompt processing).

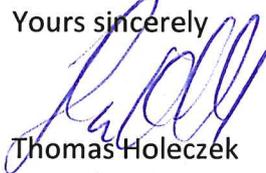
1.3 Defective products can only be sent to Printec-DS Keyboard GmbH after an RMA number has been assigned. The costs of the shipment are borne by the buyer. Unstamped shipments and cash on delivery shipments will not be accepted. The buyer is responsible for any damage or loss during transport to Printec-DS.

1.4 Upon receipt of the defective goods, Printec-DS inspect them in accordance with our guidelines of a guarantee and/or warranty case.

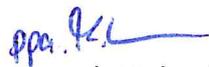
The buyer is not entitled to the guarantee if:

- a) the buyer has neglected the products
- b) the buyer has made changes to the products or has had them made. This also includes repairs that were not carried out by Printec-DS.
- c) the buyer has otherwise carelessly treated the products

Yours sincerely



Thomas Holeczek
-Managing Director-



Marcel Wieland
-Head of Sales and Marketing-



Christoph Mueller
- Quality Management Representative-

Im Übrigen gelten unsere Verkaufs-, Lieferungs- und Zahlungsbedingungen

Hausanschrift
Zeppelinstraße 11
D- 78256 Steißlingen

Telefon (0 77 38) 80241-0
Telefax (0 77 38) 80241-29
<http://www.printecds.com>
eMail: info@printecds.com

Registergericht Freiburg HRB 550206
Geschäftsführer: Thomas Holeczek

Banken
Volksbank Konstanz-Radolfzell (BLZ 692 910 00) 210 136 401
Sparkasse Singen-Radolfzell (BLZ 692 510 40) 4 738 332