

QUNDIS GmbH
 Warenannahme
 Sonnentor 2 – Zufahrt über „An der Büßleber Grenze“

99098 Erfurt
 Germany

Sender

COMPANY: _____

CONTACT PERSON: _____

STREET: _____

POSTCODE/CITY: _____

PHONE AND FAX NO.: _____

BILL OF DELIVERY NO.: _____

OR COMMISSION NO.: _____

Return delivery note

Please enter the **return delivery type/return delivery reason** classifications in accordance with the following allocations into the table below; please find the criteria and the explanations on the back page:

1. Techn. complaint

- 1.1 Warranty complaint/device defect
- 1.2 Comparative measurement
- 1.3 Diagnostic test

2. Comm. complaint

This represents a wrong delivery

Note regarding the **acceptance of a goodwill return** (please provide information about the agreed special agreement in case of non-compliance with the criteria listed on the second page):

in acc. with agreement with: _____ dated: _____

Content of the agreement: _____

3. Loaner/leasing equipment

4. Scrap disposal

5. Miscellaneous: _____

6. Buy-back/wrong order (goodwill)

Cost generating return deliveries: 1.2; 1.3 and 6

List of the devices with complaints/returned:

Return reason (1.x – 6)	Product/ order No.	Qty.	Device No.	For techn. complaints: identified defect (time of occurrence, defect description, etc.) For other return deliveries: e.g. reason for the return delivery

_____ Date

_____ Signature

General information:

Pre-requisites for complaint processing:

- These are products that were purchased from QUNDIS by the complaining party
- This **return delivery note** has been completed
- The information about the identified defect (time of occurrence, defect description, etc.) is provided for each item

If the above pre-requisites are not fulfilled, then the processing of your complaint/return delivery cannot be guaranteed within the time limits and this item may possibly not be processed until clarification has been achieved.

Processing fee for unwarranted complaints

If the equipment tests should come to the result that the equipment failure was not due to a defect that QUNDIS is responsible for but, for example, due to improper handling, contamination, manipulation, etc., then QUNDIS reserves the right to charge a processing fee in the amount of €25.00 plus possible shipping costs.

On the request of the customer, the rejected device will be sent back and costs will be charged.

Return delivery type:

1. Techn. complaints – these include:

- 1.1 Warranty complaints/device is defect – techn. complaint within the warranty period
- 1.2 Comparative measurement – equipment analysis in accordance with the factory test, costs will be charged
- 1.3 Diagnostic test – equipment analysis in accordance with the calibration regulations, costs will be charged

2. Comm. complaint

The net value will be reimbursed due to an error by QUNDIS

Regulation in case of wrong delivery

- Notice of defect period: if a wrong delivery was regrettably made then we ask you to return the device within 1 month to QUNDIS (the delivery date of the QUNDIS bill of delivery is binding)
- Wrong deliveries that were identified later can only be processed after a separate written agreement with QUNDIS

3. Loaner / leasing equipment:

- If **loaners** were provided to bridge the repair times during acknowledged complaints, then the loaners must be returned to QUNDIS after the repairs have been completed.
- **Leasing equipment** includes devices that are made available to the customer on his/her request for a limited time (e.g. stud welding machine)

If the loaners or the leasing equipment are damaged, then QUNDIS reserves the right to charge for the required repair expenditures.

4. Scrap disposal (disposal):

- Only products sold by QUNDIS will be accepted for disposal
- The costs for the delivery must be assumed by the customer who sends the return delivery

5. Miscellaneous:

Please use this space to enter the return deliveries which are not allocated to the specified categories (please enter the reason for the return delivery and the requested regulation in the table)

6. Acceptance of a goodwill return – criteria for buy-backs and wrong deliveries:

- Devices are unused and traces of uses cannot be found
- Original packing
- max. age: 3 months (according to packing label/bill of deliveries)
- Minimum product value of €50.00 [net]
- Equipment design in accordance with current equipment series
- Devices with customer logo are excluded from a return acceptance

If the a.m. criteria are not fulfilled then the agreed special agreements must be documented on page 1.

In case of a return acceptance, a credit will be applied under consideration of the costs generated at QUNDIS (max. 85% of the net product value).