

QUNDIS GmbH  
Retouren Service  
Bei den Froschäckern 2A  
99098 Erfurt  
Germany

## Sender

COMPANY:

CONTACT PERSON:

STREET:

POSTCODE/TOWN:

TELEPHONE AND E-MAIL:

QUNDIS CONSIGNMENT NOTE/ORDER NO.:

CUSTOMER REFERENCE NO.:

## Return consignment note

### Return types / reason for return

- Please enter the following categories into the table (Page 2); for criteria and explanations see Page 3:

#### 1. Technical claim\*

- 1.1 Warranty claim /defective device
- 1.2 Functional check (previously comparative measurement)
- 1.3 Check on findings

#### 2. Commercial claim – incorrect delivery by QUNDIS

#### 3. Calibration\* (previously 're-calibration')

#### 4. Loan/rental device\*

#### 5. Disposal of used equipment

#### 6. Other reason:

\_\_\_\_\_

#### 7. Buy-back - incorrect order by customer (goodwill)\*

Note on Point 7 - goods taken back **for goodwill**: If the criteria for the return of goods listed on Page 3 / Point 7 are not met, please indicate the **special agreement** which has been concluded. In addition a **copy of the delivery documents** and/or the QUNDIS consignment note / order number should be attached / indicated.

In accordance with the agreement concluded with:

dated:

Contents of the agreement:

\*Return shipments which may involve costs in accordance with the current QUNDIS accessory pricelist (Chapter 10 - inspection fees) or Page 3 / Points 1, 3, 4 and 7 of the document

### General:

#### Requirements for the processing of claims:

- The party making the claim must have acquired the products from QUNDIS
- This **return consignment note** must be filled out
- Information about the defect (time of occurrence, description of the defect etc.) must be provided for every item.

If the above requirements are not met it will not be possible to guarantee that your complaint/return shipment will be processed in good time, and the relevant items may remain unprocessed until clarification has been provided.

#### Processing charge for unjustified claims

If a check on the device indicates that the defect to the device was not caused by an error for which QUNDIS is responsible, but was due for example to incorrect treatment, dirt, tampering etc., QUNDIS reserves the right to charge a processing fee of up to 25.00 €, together with shipping costs.

On request the rejected device will be sent back at the expense of the customer.



## **Return types:**

### **1. Technical claims – these include:**

- |                                      |   |
|--------------------------------------|---|
| 1.1 Warranty claim/device defective: | technical defect during the warranty period                                   |
| 1.2 Functional check:                | inspection of devices at extra cost in accordance with factory test processes |
| 1.3 Check on findings:               | inspection of devices at extra cost in accordance with statutory regulations  |

### **2. Commercial claim :**

- Full refund of the net goods value as the result of an error by QUNDIS.

#### **Terms for incorrect deliveries**

- Deadline for reporting complaints: if unfortunately there is an incorrect delivery, you are requested to return the goods to QUNDIS within one month from the delivery date on the QUNDIS consignment note.
- Any incorrect deliveries which are identified later can only be processed on the basis of a separate written agreement with QUNDIS.

### **3. Calibration (implemented in accordance with German calibration regulations) – criteria:**

- Re-calibration only in accordance with German calibration regulations – no MID!
- Please observe the individual national requirements relating to metering devices.
- Devices must be unused and without traces of use
- They must be packed in the original packaging with full accessories
- Max. age of device: Production during the past calendar year / delivery at latest by 31.03.
- Calibration is implemented max. 1x
- Calibration d
- oes not extend the warranty period

### **4. Loan devices/rental devices:**

- If **loan devices** are made available while repairs of recognised warranty claims take place, these must be returned to QUNDIS when the repairs are completed.
- Rental devices are devices which are made available at extra cost for a limited period at the request of the customer (e.g.: stud welding machines).
- If loan or rental devices are damaged, QUNDIS reserves the right to make a charge for any repairs which are required

### **5. Disposal of used devices:**

- Please note the instructions on our website relating to the disposal of used devices:  
<http://qundis.com/service/downloads-and-information/transport-recycling-guidelines/>

### **6. Other reason:**

- Here you should enter any returns which do not fall into the above categories (in the table please enter the reason for the return and the way you wish the matter to be settled).

### **7. Return for goodwill reasons - criteria for buy-back and incorrect orders:**

- The devices should be unused and without traces of use
- In the original packaging
- Max. age: 3 months (in accordance with the label on the package/consignment note)
- Minimum goods value: 200.00 € [net]
- The device must be from the current device series
- Devices with customer logo are excluded from return
- Devices with encryption are excluded from return
- Gateways (Q gateway 5 and Q gateway 5.5 direct) are excluded from return

If the above criteria are not met, any special agreements which have been concluded should be noted on Page 1.

For any goods which it takes back, QUNDIS will issue a credit note subject to deduction of any costs which have arisen (max. 85% of the net goods value). Requests for the return of goods can only be processed if a copy of our delivery documents or a QUNDIS reference number (e.g. the order number) is provided. If this is not done no credit note can be issued.

If QUNDIS products which are subject to calibration requirements or a conformity assessment are taken back in the last quarter of a calendar year, the calibration costs will also be deducted.

### **8. Note on dealing with lithium batteries as hazardous goods during product returns to QUNDIS:**

- Most of the electronic devices we supply contain lithium batteries
- Because of this all returns with devices which contain lithium batteries must be marked as 'hazardous goods', and the applicable guidelines must be complied with  
You will find a summary of the guidelines and hazardous goods regulations which must be observed on our website at:  
<http://qundis.com/service/downloads-and-information/transport-recycling-guidelines/>