Dear customer,

GEMAC Chemnitz GmbH always strives to deliver faultless goods. Unfortunately, repair returns or complaints cannot be completely avoided. To handle the return of the goods and processing of your complaint as safely and quickly as possible, you are kindly requested to strictly adhere to the following procedure:

1. **Before returning the goods, please check thoroughly whether there is a defect.**
   GEMAC Chemnitz GmbH reserves the right to charge a fee of € 50 plus shipping for unjustiefied claims.

2. **Transport damage on delivery of goods** must immediately be reported by the recipient to the responsible transport company.

3. **The return shipment must be registered.** Please inform us, before sending the goods (RMA – processing). The contact is: email to rma@gemac-chemnitz.de, by fax +49 371 3377 272 or by phone +49 371 3377 0.

   Please provide the following information:

   a. the completed RMA form (available from our website: https://gemac-chemnitz.com/de/kontakt/#support, see back page of the document) OR

   b. the delivery or invoice number of the goods we had delivered, the serial number of the device and your contact details (company data, contact person, telephone number)

4. **Shipment of goods only with a GEMAC RMA - number**
   Please write down the RMA – no. on the delivery papers. An additional labeling of the product on the outer packaging is desirable.

ATTENTION: Any return of goods to GEMAC Chemnitz GmbH that is unannounced or unmarked will be returned at the sender's cost.

COMPLAINTS

1. Warranty

   GEMAC Chemnitz GmbH adheres to the legal warranty regulations according to § 434 ff. BGB and § 377 HGB and grants the warranty period of 2 years according to § 438 BGB.

2. Exclusion of warranty

   The warranty is void if:

   • the goods were improperly packed and returned (ESD damage, no suitable packaging against transport damage) OR

   • the device specifications were not complied to during the commissioning or in operation or the damage was caused by third-party intervention OR

   • there is mechanical damage to the goods OR

   • a transport damage which occured during the delivery of the goods was not immediately reported to the responsible transport company (transport damage on delivery by GEMAC Chemnitz GmbH).

REPAIRS

Repair services outside the warranty period or without warranty claim (after 2 years):
We offer repair services for products that have been sold by GEMAC Chemnitz GmbH. For a cost estimate, we charge a processing fee of € 50. When the repair is commissioned, we will offset the processing fee with the repair costs.

C:\Users\lotric\Desktop\Comment for return shipment_RMA.odt

Dear costomer, please fill in the data legibly

Customer

Company:		Customer no.:	
Street:			
Postal code:		City:	
Contact person:			
Email:			
Phone no.:			

Product information

Reason for return:	○ **Repair (with costs)** ☐ **Cost estimate** ○ **Warranty**
Delivery or invoice no.:	
Item number (s):	
Serial no.:	
Detailed error description (what ?, how? When?)	
Regulation request:	○ **Repair** ○ **Goods exchange (GEMAC products)** ○ **New production (Customer products)** ○ **Credit note**