

CUSTOMER INFORMATION FOR RETURN SHIPMENTS

RMA return management at ZALUX

Always there for you - of course as well in case of complaints

Dear customer,

our goal is to supply you with products of the highest quality. Should there be any reason for a complaint in individual cases, please follow our return management process as described below.

A. Logistic & transport claim

- Logistic claim - understood to be missing parts.
- Transport claim - understood to be visible damage in external packaging.
- Please report any damage in transit within the first five working days of receiving the delivery.
- Visible damage should be documented on the Transport delivery note or CMR and confirmed by the carrier with his signature.
- Please contact the agent in our sales office. The contact data (name, telephone/fax number, e-mail address) can be found on the delivery note.
- The agent will provide you with a reference number for the return shipment. Please note this number on the back of the RMA document, which is included with the delivery note of the originally packaged merchandise.

B. Technical complaints

- Technical claim - understood to be any possible material damages caused during the manufacturing process.
- Please contact the agent in our sales office. The contact data (name, telephone/fax number, e-mail address) can be found on the delivery note.
- The agent will provide you with a reference number for the return shipment. Please note this number on the back of the RMA document, which is included with the delivery note of the originally packaged merchandise.
- Please return the delivery for technical inspection together with the RMA document.

C. Other complaints

- We only accept returns of faultless products up to a maximum of 90 days after dispatch.
 - We only take back complete and undamaged packaging units in their original packaging. For this service we charge a handling fee of 30% minimum of the net value of the goods, but at least 50.00 €.
- You have to bear the freight costs for the return shipment.

- Please contact the agent in our sales office. The contact data (name, telephone/fax number, e-mail address) can be found on the delivery note.
- The agent will provide you with a reference number for the return shipment. Please note this number on the back of the RMA document, which is included with the delivery note of the originally packaged merchandise.

Please contact the responsible field sales employee or agent in the sales office with the following information:

1. Document number that your claim refers to: (Invoice number, delivery note number, order number or any Zalux document). In case you don't have any document number, a picture of the label would also be useful.
2. Quantity or number of pieces you are claiming.
3. A photo which could prove your claim.

PLEASE DO NOT RETURN MERCHANDISE WITHOUT OUR PREVIOUS CONSENT!

No returns will be accepted without our prior authorization and for this, Zalux will issue a RMA (Return Merchandise Authorization) number.

PLEASE NOTE: The return address will be given to you along with the reference number!

Thank you very much.