

Guidelines for returning Autel items

The following provisions apply in principle to all returns of goods to Herth+Buss, with the following exceptions:

- a. Incorrect delivery (wrong delivery)
- b. Incomplete delivery (quantity error)
- c. Delivery of externally damaged parts (transport damage)
- d. Delivery of a defective part (warranty claim)

The following applies to the afore-mentioned exceptions:

1. Complaints of wrong deliveries or errors in quantity must be filed immediately with us in writing, at the latest, however, 10 days after the receipt of the goods. Any failure to give notification of such complaints on time will mean that delivery has been approved. The Return Form must be fully completed and enclosed with the return consignment.
2. For transportation damages, our Guidelines governing Damages during Transportation will apply.
3. In cases of warranty, our **Guidelines governing Warranty** will apply.

A returned item can only be processed if the following conditions are met:

1. The returned goods must be unused, in perfect condition and resalable.
2. The goods must be returned in the original packaging supplied by us. They must not show any signs of damage.
3. If special packaging units are specified for the item in our catalogue or price list, these must also be observed for returns.
4. Each return must be accompanied by our fully completed goods return form and a copy of the delivery note.
5. Goods must always be returned carriage paid to our factory in Heusenstamm.
6. The item is not from a special purchase.

Self-diagnostic devices from the manufacturer Autel must be removed from the register within 14 days, provided that this has already been done.

ADAS and wheel alignment systems from the manufacturer Autel are generally excluded from return.

Processing fees are always charged for any returns of Autel items or credit notes.

For items with a value of less than €1,000, a processing fee of 5% applies.

For items with a value between €1,000 and €1,999, a fee of 4% applies.

For items with a value between €2,000 and €3,999, a fee of 3% applies.

Items with a value of €4,000 or more are subject to a fee of 1.5%.

*based on the net value of the returned items, but never exceeding €79

For stock items that have not yet been delivered to the customer, a flat-rate processing fee of €5 per item will be charged.