

Guidelines for the Return of Herth+Buss Articles

On principle, the following provisions apply to any return of Herth+Buss articles - with the following exceptions:

- a. Inaccurate delivery (wrong delivery)
- b. Incomplete delivery (error in quantity)
- c. Delivery of externally damaged parts (transportation damages)
- d. Delivery of a faulty part (case of warranty)

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.

We can only deal with a return consignment if the following conditions are met:

1. The returned goods are in an unused, flawless state and can be resold.
2. The goods are returned in their original packaging as delivered by us. This must not be significantly damaged.
3. If our catalogue or price list specifies particular packing units for the part in question, compliance with this specification must be assured with any return.
4. Our fully completed goods return form and a copy of the delivery note must be sent with each return consignment
5. The return consignment must always be free-Heusenstamm works
6. The article does not come from a special source.

For each return and/or credit note, handling fees are incurred in line with the following return intervals:

For articles returned within 10 days after receipt together with a copy of the delivery note (date of receipt at Herth+Buss), we only charge a handling fee of 1. - EUR per article.

For articles returned to us in the period between 11 to 60 days, we charge a handling fee of 15% per article.

After 60 days, the return of an article will be subject to our sales groups' approval. For this we also make a charge of 15% per article.

Special arrangements can be made for clearing out stock and similar situations.