

## **Returning Conditions**

Dear customer,  
thank you for your purchase at KGP Electronics GmbH. Despite the strictest quality controls, if you should have reasons for complaint we request that you follow the RMA procedure (Return Merchandise Authorization) described below in order to guarantee a fast and smooth processing.

**Please do not return merchandise without our previous consent!**

### **A. Transportation damage or wrong delivery**

- We must be informed in writing of transport damages within two working days of receipt of the merchandise.
- Please note visible damages on the delivery note and have the shipping agent confirm them with his signature.
- Inform the responsible agent in the sales office. You will find the contact data (name, telephone / fax number, e-mail address) on the delivery note.
- You will receive the return consent from the agent with the indication of a reference number, which has to be included with the delivery note of the originally packaged merchandise.

### **B. Technical complaints**

- Please inform the responsible agent in the sales office. You will find the contact data in the delivery note (name, telephone / fax number, e-mail address).
- You will receive the return consent from the agent with the indication of a reference number. Please include a short description of the reason for complaint.
- Please return the reclaimed merchandise along with the RMA document for technical inspection.

### **C. Other complaints**

- Please note that returns of non-defective goods are accepted only within 60 days of the date of shipment and consultation and written confirmation from sales employee.
- This is exclusively for complete and undamaged packing units originally wrapped. The processing flat fee is 25% of the net value of the goods, but at least €50.00. Sender has to pay the freight costs.
- Inform the responsible agent in the sales office. You will find the contact data (name, telephone/ fax number, e-mail address) on the delivery note.
- You will receive the return consent from the agent with the indication of a reference number, which has to be included with the delivery note of the originally packaged merchandise.

**Please note: The return address will be given to you along with the RMA document!**

As of: 2018-06-05