



## Goods Exchange, Order Cancellation and Warranty Policy

The purpose of this document is to describe the policy and the conditions for returning defective goods, order cancellation and product warranty. The terms and conditions are as follows:-

### Return Policy

- R. STAHL accepts only the return of defective or wrongly delivered products not in accordance to the order confirmation.
- Customer shall inspect the Contract Product upon delivery and notifies R. STAHL of any defects in writing and without undue delay, but no later than 7 days following delivery.
- The customer must provide R. STAHL the R. STAHL invoice number, customer order number, Item serial number, line Item number, quantity and description of the defects to request a RA number.
- If the claim is found valid, R. STAHL will acknowledge the validity of the claim by sending an email with a Return Authorization ("RA") document for authorization to return the defective goods to R. STAHL factory together with the RA document.
- Any goods returned to R. STAHL without an assigned RA document will be refused and customer have to bear all the expenses in the course of return.
- R. STAHL factory will replace the defective goods with new products. After investigation R. STAHL will inform the customer whether the cost of the replaced products will be borne by R. STAHL.
- In the event that factory found that products are not defective, Customers will be informed to decide whether they want the products to ship back at their expenses or to be scrapped at our factory. Customer will be given 5 business days to response. If no response is received, the goods will be scrapped and disposed. No credit will be issued. Customer may be responsible for any scrap charges related to the disposal of the returned products.

### Cancellation of Orders

The cancellation charges are as following:

- Cancellation after receipt of approval drawings: 20% of the Sales Order value
- Cancellation after ordering raw- and trade material: 75% of the Sales Order value
- Cancellation after start of production: 100% of the Sales Order value

### Warranty

The warranty period of supplied goods and services is 12 month after the date of delivery.