

# Protocol

## for returning goods and requests for repair

### Damage during transport

Damage during transport will be evident when there is visible damage to the packaging of a consignment, which has been caused by the transporter. In this case you must place a comment to this effect on the consignment note before you sign for it.

Is something missing from the consignment? If something is missing then you should also indicate this on the consignment note upon receipt of the package. We are only able to deal with a report of this nature if we are informed within 5 days of the invoice date by means of a copy of the consignment note containing an appropriate comment. No charge shall be payable on return consignments sent as the result of damage during transport.

### Missing delivery

You have ordered something, you have received the invoice, but not the goods? In this case, inform us within 5 working days of the invoice date and we will resolve the matter for you as quickly as possible.

### Incorrect delivery

Should you receive a different item or different number of items to what you ordered, contact our in-house team to arrange a return order confirmation. We request that you send this document together with the item being returned. No charge shall be payable on return consignments.

### Incorrect item ordered

You may have ordered an incorrect item by mistake. If this is the case, contact our in-house team to arrange a return order confirmation. You will then be able to return the item to us, together with this form, at your own expense. Once we have received the goods, and if they are unused, undamaged and in their original packaging, we will send you a credit note, upon which we will impose a 20% restocking charge.

### General returns

RODAC International B.V. can accept returned goods that are unused, undamaged and in their original packaging, and that still appear within the current range. A 20% restocking charge shall be imposed for this service. Should you wish to return an item, please contact our in-house team to arrange a return order confirmation and obtain further advice.

### Item does not match specification

Are you dissatisfied with an item because it differs from the specification given? If the problem is related to the dimensions, then the costs for returning the item shall be borne by us. For other specifications, you can return the item to us at your own expense. In this case a 20% restocking cost shall be applied to the credit note. You should always contact our in-house team before returning goods, so that a return order confirmation can be arranged. This should be sent together with the goods.

**RODAC**<sup>®</sup>  
International bv

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### **Requests for repair under warranty**

RODAC International B.V. provides a 2 year warranty on manufacturing and material faults, but not on the wear and tear of components. Adjustments do not fall under warranty, this is standard maintenance and can also be carried out by us. Sufficient and correct lubrication (using the correct oil) and a good supply of air can prevent the need for frequent repairs. If you are unsure, please contact our in-house team for advice.

The warranty states that you should return the item to us for repair and assessment by our technical services team. The costs for the return consignment shall be borne by you. We shall not send a new item immediately, as we always attempt to repair the item in the first instance.

Should a direct replacement of a machine be necessary, we can send a new machine and invoice. If the machine appears to be irreparable and falls under warranty, you shall receive a credit note. When we are able to repair the machine, this will take place under warranty and the repaired machine will be returned to you free of charge.

The warranty shall become void if you attempt to repair the item yourself.

You should always contact our in-house team before you return the goods so that you can explain the fault to us and arrange to receive a repair order confirmation. Send this document together with the goods being returned and your purchase order.

### **Requests for repair out of warranty**

You can provide details of faults or defects that fall out of warranty to the in-house team. Please provide a clear description of the fault. By doing so, you shall reduce the potential repair costs by reducing the time required to investigate the problem. You shall receive a repair order confirmation which you should send together with the goods to be repaired. After investigation by our technical services team you shall receive a quote for repair within one working week. The costs for the return consignment shall be borne by you. Transport costs for returning the repaired item shall be borne by RODAC International B.V.

If, upon receiving a quote for repair, you decide that you want us to return the goods to you unrepaired, the following costs shall be applied:

Tools: € 15,00  
Equipment: € 30,00

If you decide that we should scrap the faulty machine, we shall do this for you free of charge.