

### RETURN POLICIES OF STRACK NORMA GMBH & CO. KG

1. Customer satisfaction has the highest priority in our company. However, there is basically no right to return goods that have been delivered in perfect condition. We, STRACK NORMA GmbH&Co.KG (hereinafter referred to as SN) will only make use of this right to a limited extent.
2. Returns can only be made by prior telephone agreement and with a return form prepared by SN. When returning the goods please indicate the return reference number (e.g., VKREKLA100239) on the address label of the package. A credit note will be issued immediately after the corresponding incoming goods inspection. Transport- and processing costs for returned goods that are incurred due to an order error or other fault of the part of the customer will be charged to the customer.
3. Products sent to SN carriage forward without prior agreement or without a service form will be returned at the expense and risk of the sender. Costs of checking (flat-rate 50, - Euro) and dispatching of unauthorized returns will be charged to the sender.
4. The possibility of returning goods is limited to products which the customer has purchased from SN. Goods may only be returned within 3 months after receipt of goods.
5. After the receipt of goods SN decides whether the articles are in perfect condition and are still saleable.  
  
By perfect condition is meant:
  - Articles must be returned in outer packaging in case that SN has also delivered them in outer packaging
  - Goods are completely undamaged
  - No customer specific labels or inscriptions
  - Original manufacturer's packaging is completely undamaged, losses or damages during transport are born by the sender
6. The following products are generally not taken back:
  - Products in special designs
  - Individual parts from sets
  - Assembled mould-, die- and cast-iron sets
  - Plates with special dimensions and articles that are not permanently stored by SN
  - Goods with a value invoiced by SN below 75, - Euro
7. Should a decision be required by the manufacturer of the returned goods, SN reserves the right to withhold the payment of the credit note until final clarification.
8. Furthermore, SN reserves the right to charge a lump sum fee for expenses in the amount of 5 % of the customer's sales price for standard articles and 20 % for PowerMax articles, but at least 75,- Euro .
9. In all other respects, the respective current terms and conditions of delivery and payment of STRACK NORMA GmbH & Co.KG shall apply. There is no basic right to return goods in perfect condition.