

## Returns policy for spare parts

Valid from 1 January 2015

Please check any goods received from Fritz Studer AG **immediately upon receipt**.  
In the event of any item being defective or incorrect, please note the following:

### 1. Complaints

Complaints should be submitted **within 10 days of receipt** of goods.

### 2. Returns

A return or exchange can only be made with a **valid RMA number** or a corresponding **returned goods delivery note** from Fritz Studer Customer Care .

All returns must be accompanied by the delivery note or a copy of the invoice.  
All returns must be legitimate.

Individual specialized orders cannot be returned.

Only returns of undamaged and unassembled new parts, in their original packaging and with the correct spare part number, will be accepted.  
Partial sets or incomplete units cannot be returned.

Any compensation payments will be subject to deduction of our costs.

Any returns that do not fully comply with these conditions will be disposed of or returned to the sender, at their expense.

### 3. Exchange deliveries and deliveries under warranty

All replacement parts and deliveries under warranty must be received by us for processing **within 30 days from receipt**.

Otherwise we reserve the right to charge for the missing or defective replacement part.

### 4. Damage sustained in transit

Any damage sustained in transit must be reported to the relevant freight company and the spare parts distribution service of Fritz Studer AG, so that the case can be investigated.

### 5. Warranty

The warranty period of our products is 12 months from the delivery date.

### 6. Credits

Any **incorrect** or **defective** items delivered by the spare parts distribution service of Fritz Studer AG will be credited in full (including freight and packaging), provided the **goods are returned within 10 days of the complaint**.

Any goods incorrectly ordered by the customer or returned for any other reasons will be credited at a rate of **80% of the original value to allow for admin costs**.

Any freight and packaging costs will not be refunded.

No credit will be applied for returns up to a **value of CHF 110 / EUR 100 (excl. VAT)** .