

Guidelines for Sales Returns/Test Material to Komax AG

In order to ensure an efficient service and handling of sales returns/test material, you are kindly asked to follow the guidelines and instructions below:

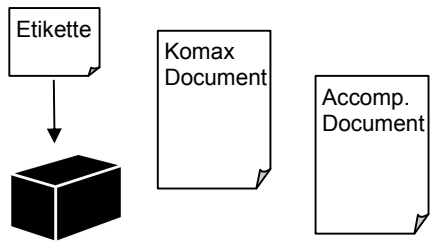
Return Material Authorization_RMA:

Each return request must be pre-advised in written form to service.din@komaxgroup.com. To be able to make the required investigations and to check the approval whether to take back the goods or not, we are depending on your information about the concerned order number, article number and quantity of each article.



In case of non-observance of the guidelines below, Komax reserves its right to **refuse acceptance** of the shipment and to send back the goods on sender's account. Damaged or not reusable exchange parts will be charged.

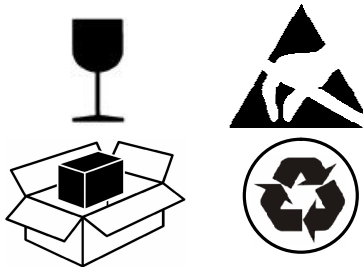
RMA Articles and Accompanying Documents



- Accompanying document with reference to Komax document number (e.g. claim or Call-ID number, order confirmation or invoice number)
- Purpose of the shipment: f.ex. exchange, warranty or repair return, article for investigation (analysis, check lists, failure reports are joined), test material etc.
- Easily detachable labels must be used for the identification
- With a corresponding information in the accompanying document, you help us to ensure a fast internal forwarding to the person in charge

Use, purpose of shipment:	Information required in accompanying document:
Test material for HM and CC3 applications	Name contact person / HM / CC3
Return shipments	Name contact person / VSP
Feasibility test	Name contact person / VSF
Other test material	Name contact person or product manager/ VPK

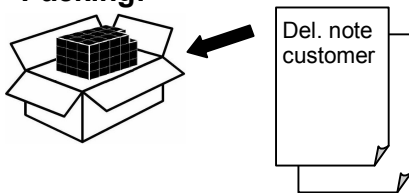
Protection of Goods:



- Optimal mechanical protection
 - We take the liberty to charge you for recycling costs if non-recyclable packing material is used (no chips, styrofoam or similar)
 - Select the most economic packing dimension
 - Exclusively use ESD packing material for electronic parts!
- The following could be purchased from Komax AG:

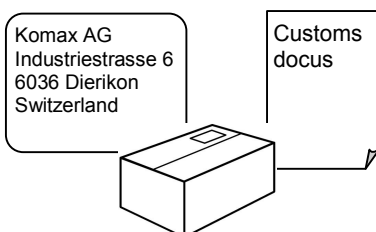
Article 0007075 Polyshield bag	127 x 203 mm
Article 0020719 Polyshield bag	254 x 305 mm
Article 0020720 Polyshield bag	305 x 406 mm
Article 0045015 Polyshield bag	254 x 610 mm
Article 0002981 Print packing	FP 20/25 / 20x 13 x 6 cm
Article 0047527 Print packing	IM 425/120 / 43 x 13 x 9 cm
Article 0306698 packing complete	IP1000 print/mci711

Packing:



- Place the delivery note and the article's accompanying documents **INTO** the parcel/box.

Incoming Goods:



- Affix the customs papers **OUTSIDE OF** the packing
- Send your returns to the pictured delivery address
- RMA articles must be returned within 60 days at the latest

Incoterms:

- Claimed articles: EXW (Komax AG bears the freight expenses and determines the carrier!)
- Test material: CIP (carriage and insurance paid by the sender)