

Guidelines for Returns

1. As a matter of principle, the customer is not entitled to return perfect goods.

2. The option to return goods is limited to products which the customer has purchased from SEAMCOM GmbH & Co. KG. The obligation to prove that the goods have been sourced from us (Delivery note / Invoice) shall be incumbent upon the Sender. This offer to return the goods shall only apply for goods whose invoice date is not older than 14 days. The returned goods must be accompanied by a copy of the delivery note or invoice.

3. SEAMCOM GmbH & Co. KG shall decide upon receipt of the goods whether they are in perfect condition or otherwise.

Perfect condition means:

- a. The seal is not broken / goods are unopened
- b. No customer-related stickers have been applied
- c. There is no additional lettering
- d. Items must be returned complete with packaging and outer packaging, if these have supplied by SEAMCOM GmbH & Co. KG in outer packaging.
- e. Original manufacturer's packaging (inside outer packaging) is not damaged at all the Sender shall be responsible for all losses or damage in transit when the items are returned.
- f. Programmed appliances have to be reset to their original condition.

4. Special orders (E.g. spare parts) cannot be taken back as a matter of principle. In addition to this, the following items cannot be returned either:

- Software and licences
- Items which have been expressly ordered for a customer's requirements or which have been configured specifically for a customer's requirements.
- Goods which are not stored permanently at SEAMCOM GmbH & Co. KG (Items ordered in for resale) or consignment stocks
- "End of life" products
- Project-ware or goods purchased at project-terms.

- Products sold in special offers (E.g. bargains in the online shop)
- Components of bundles
- Goods with a value invoiced by SEAMCOM GmbH & Co. KG of less than 30.00 Euro (unit price).

5. Goods may only be returned if their return has been notified in advance and been allocated a returns handling number.

6. Once a returns handling number has been allocated, a return will be authorised for 14 days. Returns sent in after this period of time cannot be taken back for logistic reasons. They will be returned to the customer at his expense and risk.

7. Appliances which are sent to SEAMCOM GmbH & Co. KG carriage unpaid or without a returns handling number will not be accepted (refusal to take delivery) and will be returned to the Sender at the latter's cost and expense. Costs for checking and sending out unauthorised returns will be invoiced to the Sender.

8. SEAMCOM GmbH & Co. KG shall reserve the right to base a credit note raised on the current price on that day.

9. Should a decision be required from the manufacturer of the returned goods, SEAMCOM GmbH & Co. KG shall reserve the right to withhold raising a credit note pending final clarification.

10. Furthermore, SEAMCOM GmbH & Co. KG shall reserve the right to charge a lump sum to cover its expenses amounting to 20% of the purchase price, not however less than a minimum of 25.00 €.

11. Moreover, the terms and conditions of delivery and payment of SEAMCOM GmbH & Co. KG in force at that time shall apply.