



## Return Guidelines

1. Basically there is no right to return faultless goods.
2. The possibility to return goods is only applicable to products that the customer purchased from CompuRAM GmbH.  
  
The obligation to produce proof (delivery notice/ invoice copy) lies on the sender. This offer is only applicable for goods whose invoice date is not older than 14 days. A delivery notice or invoice copy must be attached to the returned goods.
3. CompuRAM GmbH decides after the return's goods receipt, whether it is in proper condition.

### Proper condition means:

- no broken seals / unopened
  - no customer specific labeling
  - no additional marking
  - original manufacturer packaging (in the outer packaging) is completely free of damage. The sender bears all costs for losses or damages during the transport.
4. Special orders (e.g. spare parts) cannot be refunded in general. Moreover these articles are excluded from refund:
    - goods ordered customer specific explicitly, or particularly configured customer specific
    - project goods, or goods purchased to project prices
    - special offers products
    - standard modules without ticket number/compatibility commitment
    - goods with a value below 30,- Euro
    - if the refund's total goods value is more than 500,- Euro

5. Only declared returns with "Return of Goods"-form will be accepted.

6. The return authorization is valid 14 days starting with the issue of the "Return of Goods"-form. Returns received after this timeframe cannot be accepted due to logistic reasons.

They will be returned to the customer at the sender's costs and risks.

7. Products sent to CompuRAM GmbH unfree or without "Return of Goods"-form will not be accepted (denial of acceptance) and will be returned at the sender's costs and risks. Costs for the review and the shipping of non-approved returns will be invoiced to the sender.

8. CompuRAM GmbH reserves the right to underlie the current daily price for the issue of the credit.

9. We reserve the right to send back goods that are not according to the stated condition, or to reduce the credit amount with a deduction subject to the good's condition:

- 19% credit amount deduction for opened goods or goods with packaging damages

10. Shall a final decision of the manufacturer of the returned goods be necessary, CompuRAM GmbH reserves a right of retention concerning the credit until complete clearance.

11. CompuRAM GmbH reserves the right to charge a handling fee of 25. – Euro.

12. Furthermore the current T&C of CompuRAM GmbH shall apply.