

# SHIPPING INSTRUCTIONS

For the companies TelereX Nederland B.V., TelereX NV, EltreX Motion B.V., EltreXPro B.V. and Luxendi B.V., requests for returns (RMA) are handled by Eight Lakes Shared Services B.V. From now, our RMA Team is your first point of contact regarding your request and its handling. You can reach them by e-mail: [RMA@8-lakes.com](mailto:RMA@8-lakes.com) or by phone: +31 (0)76 578 20 91.

## Shipping instructions

So that we can correctly process your return, we ask you to follow the instructions below:

- **Shipping label**  
After submitting your request and confirmation you will receive a shipping label from us. Place the shipping label with the return number on the box. Attach the label so that it is clearly visible and legible on the outside of the box. Without this shipping label we will unfortunately not be able to process your request.
- **Properly packaged in solid packaging**  
Send your shipment properly packaged and in a sturdy box. We cannot accept damaged or opened packages. Missing, damaged or opened original factory packaging will not be accepted.
- **Save data**  
Before returning your product, we advise you, if applicable, to make a backup of your data to prevent data loss. We are not liable for any loss of data.
- **Sufficient postage**  
Please make sure that your shipment has sufficient postage when sending it by post. We will not accept shipments with insufficient postage.

### EIGHT LAKES SHARED SERVICES B.V.

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- ▶ All 8-Lakes group transactions are subject to our general terms and conditions of sale and Incoterms® 2020. These can be found on [www.8-lakes.com](http://www.8-lakes.com).