

# GENERAL TERMS AND CONDITIONS FOR THE RETURN OF GOODS

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.

## General terms and conditions for returns (RMA)

By confirming the request and registration of your RMA, you agree to our return conditions:

- We cannot process returns without an assigned RMA number.
- For returns within the Benelux, we will pick up your return free of charge, if:
  - We have delivered wrong or defective goods/products;
  - The products still fall within the applicable warranty conditions;
  - The products were on loan from us.

In that case, we request that you contact our RMA Team.

- Wrongly ordered goods cannot be returned.
- For defective products or products that are no longer covered by the warranty due to misuse, the shipping costs are at your expense.
- It is important to describe the default as well and accurately as possible in order to avoid unnecessarily high repair costs.
- Any form of liability regarding consequential damage to your equipment and/or software is hereby expressly rejected.
- If the applicable repair costs exceed €200, we will ask for your permission before carrying out the repair. For costs that fall under €200, we will commence the repair immediately and charge these costs to you.
- For returned items that fall outside the warranty, we always charge a €90 inspection & administration fee.

### EIGHT LAKES SHARED SERVICES B.V.

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  - ▶ Bank Euro: NL25ABNA0497367416 | BIC: ABNANL2A | VAT: NL 856921804B01 | CoC South Netherlands: 673 043 11
  - ▶ 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).