

RMA Terms and Conditions

I. Services that require an RMA number:

To send in your products for the following services, you must have a return material authorization (RMA) number issued by POG.

- **Complaint service** (for defects within the warranty period)
- **Repair service / examination subject to fee** (for defects **outside** the warranty period)

Please note our inspection fees:

- For the inspection/analysis of a submitted product, we will charge a fee for time spent. Rates vary depending on the product.
- If you decide to have a defective item fixed, you will only be charged for repairs. The cost of inspection is then waived. The fee for inspection is also waived with new purchases.

For **justified** complaints (=within the warranty period **and** error was caused by POG), a fee for inspection will not be charged.

II. When a claim can be made

Before returning a product, please check the product specifications (drawings, quotes, datasheets, etc.) to determine whether there really is a defect or a deviation that does not meet the **agreed-on specifications**.

- **Complaints can only be made within the warranty period of 6 months, calculated from the date of the original delivery of the goods or according to individual agreements.**
- In the event of third-party intervention, removed serial numbers, or improper handling, the warranty can in general not be honored.
- Please return the products in their original packaging.

III. Requesting an RMA number

- To request an RMA number, please complete the **RMA request form**.
- If you have filled in your RMA request form completely and correctly, we will check the information and provide you with an RMA number. This RMA number is valid for 60 days. Afterwards, the number will be closed and returns no longer accepted.

IV. RMA shipping

- **Along with the return shipment**, please **enclose the RMA return confirmation** received from us. Please **note the RMA number** clearly legibly on the outside of the return shipment **address label**.
- We regret that we are unable to process products sent to us **without a corresponding RMA number**. We will, therefore, **return them at your cost**.
- *For return shipments covered by our warranty service we will tell you detailed shipments instructions together with the RMA No.*
- **For return shipments for repair service or examinations subject to fee POG will not absorb any shipment costs.** Please send such shipments DDP Löbichau, Germany; Incoterms 2020.

Version: 01.12.2020