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RMA (Return Material Authorization) Procedure

1 Covered articles

All goods bought from and delivered by HMC International NV, located at E3 Laan 89 – 9800 Deinze, within 10 working days after receipt of the goods.

2 Reason for return

There are several reasons to return goods to HMC International NV.

- Too many articles are ordered or delivered.
- Articles are wrongly ordered or delivered.
- Articles are damaged or are not working when delivered.

In **all** cases you need a filled in RMA document with an RMA number. A repair document is needed in cases you send goods for repair. Both documents can be downloaded from our website: www.hmc-products.com or can be obtained by fax.

3 RMA number

To obtain a RMA number you need to call our Customer Service. Tell the reason for the return of the material. Customer Service will handle your request and according to their findings, an RMA number will be provided. This RMA number should be used and noted clearly on the RMA document.

4 Validity of the RMA number

The goods need to be sent within 10 working days upon receipt of the RMA number. After these 10 days, the provided RMA number is no longer valid.

5 Return Shipment, state of received goods

The goods need to be packed well and send back to HMC International NV, E3 Laan 89 – 9800 Deinze. Please add the completely filled in RMA document clearly visible at the outside of the package. The reason for the return should always be stated clearly on the RMA document.

Incomplete, used or damaged goods, badly packed or goods which are not in the original package and/or shipments without RMA document with RMA number will not be accepted and will be available for return or will not be accepted upon arrival.

It is solely up to HMC International NV to decide if the returned goods will be accepted.

6 Delivery of too many goods or wrongly delivered goods

Wrongly delivered goods and/or delivery of too many goods can be returned and refunded when HMC International NV is informed within 10 working days after date of invoice.

The refunding of goods which are ordered wrongly or when too many goods are ordered will be done. A restocking fee of 15% of the sales price with a minimum of 40 Euros will be charged. The return costs are at your expenses.

The returns of goods which are wrongly delivered or when too many goods are delivered by HMC International NV are at the expenses of HMC International NV. Of course no restocking fee will be charged. HMC International NV will take care of transport and restocking.

7 Delivery of damaged or defected goods

In case damaged or defected goods are delivered, please contact our Customer Service. If contacted within 10 working days after invoice date Customer Services will look for a suitable agreement.

8 Goods not covered by the RMA procedure

All goods ordered or produced specific for you as customer are not covered by the RMA procedure. These goods can not be returned or restocked.