

## Notification of Complaint and Guide to Handling Returns in a Complaint Process

### Dear Business Partner,

We need your assistance in order to be able to respond quickly and efficiently to your complaint. To send information important for processing, please check our website to find the respective forms specific for the product areas of electrical safety solutions, automation

& enterprise mobility, and electrical trace heating. We also use these forms as the basis for assigning an RMA number to co-ordinate the return of products. Please select the right document for your device or material and observe the following steps for the complaint procedure.

#### Note:

We cannot guarantee that items sent back to us without an RMA number will be processed within a contractually assured time period.

### RMA procedural sequence

1. Complaints can be initiated conveniently at any time and everywhere through the BARTEC website at [www.bartec.de](http://www.bartec.de). The RMA forms are available for downloading in the "Service" section. You can then enter the information needed for processing and request an RMA (Return Material Authorisation) number.
2. Please fill in and sign the form and send it to [services@bartec.de](mailto:services@bartec.de) or alternatively by fax to +49 7931 597 119.
3. Our Retouren-Center (returns centre) will send the RMA form back to you with a valid RMA number within two workdays.  
Please note: an incomplete RMA form can delay processing.
4. 3. As a last step, copy the confirmed RMA form with the assigned RMA number twice: please attach one copy to a clearly visible position on the outside of the packaging on all your return consignments. Enclose the second copy with the product.

### RMA conditions

- Please do not damage or stick anything on the original packaging of the goods! Please use a window envelope and additional packaging.
- When sending consignments for a credit note (e.g. in the event of wrong deliveries), the return consignment must be sent back in undamaged original packaging. For damaged packaging and for checking the devices we charge a flat fee of 15% of the net value of the item. Any missing accessories will be charged at list prices.
- For repairs, please return the devices without accessories and remove all parts that do not belong to the standard equipment, e. g. memory extensions, device holsters etc.
- We shall not accept any liability for the loss of any additionally returned parts and accessories that do not belong to the standard equipment!
- Devices with software must be restored to their original state as delivered and any software from other sources must be removed. If this is not possible, please use the space under "Miscellaneous" to list the software that is installed on the device.
- If in spite of thorough testing, we cannot find the fault you specified, we shall send back the goods that were the subject of the complaint and charge a processing fee of 90 EUR and may also charge for any additional costs incurred.

Please send the goods, carriage prepaid and adequately insured, within five workdays of receiving the RMA number, to the following address: