

## Return Conditions

The Return Conditions are part of the General Terms and Conditions. They may be adapted to changing market conditions at any time.

In order to ensure a smooth, timely and satisfactory conclusion of goods returns for both parties the following topics must be observed. In general, goods returns in the first instance must be agreed, will be evaluated and approved by ourselves; otherwise further handling will not be possible. We kindly ask you to contact your known Spelsberg contact person and ask for a return No. (RMA #). Goods returns which are not agreed and which arrive at our premises without any return No. cannot be assigned and cannot be handled further. Therefore, these consignments will be returned to the sender at his own cost.

### Return accepted goods

Generally, we only accept goods returns which fulfill the following requirements:

- Not used, in original packing, undamaged and re-sellable
- It corresponds to the current status
- The goods are part of our regular warehouse portfolio and are part of our current catalogue
- The delivery was no longer than 12 months ago
- The gross goods value is not less than 150 €

In general, there is no return possibility if

- goods are custom made or produced on customer order

The evaluation of the goods and packaging is made by the goods incoming inspection of

**Rücksendanschrift:** Günther Spelsberg GmbH + Co. KG  
(return No. RMA xxx)  
Im Gewerbepark 1  
58579 Schalksmühle  
GERMANY

### Larger return shipments

In case return shipments are larger than one pallet we kindly ask to agree on a delivery date in advance.

### Delivery and packaging terms

Goods return shipments are always handled DDP. Our return commitment is valid for goods return within 4 weeks (plus transit time/ dispatch date is valid). In case of later return we kindly ask you for further arrangement.

The return No. must be clearly placed on the goods.

- A delivery note needs to accompany the goods for the goods incoming inspection
- Used Euro pallets are exchangeable
- Packaging material: PE bags or cardboard boxes or similar suitable packaging material
- Filling material: only packaging paper or wrapping paper bundles (e.g. Pad back)

### Credit note values

Generally, credit notes will be calculated considering the invoiced price, deducted cash discounts as well as any other invoice deductions. Potential freight, customs or other costs will be deducted in the credit note calculation. The credit note value amounts to max. 85% of the goods' value. In case new packaging is needed or the return shipment was not agreed or a return No. is missing the credit note value may decrease to 75% depending on the needed expenditures. We reserve the right to charge you with an extra handling fee to be determined considering the condition of the return shipment.

### Günther Spelsberg GmbH + Co. KG

Misprints, changes and errors excepted

Status: February 2022