

Customer Care Return Policy for Spare Parts

July 2022

We ask you to inspect the goods received from Fritz Studer AG immediately on receipt. If you have received an incorrect part or a part that has a defect, please note the following:

1. Complaints

Complaints will only be considered within 10 days after receipt of the goods.

2. Returns

Goods can be returned or exchanged only if you have received a valid return number or an appropriate RMA form from Fritz Studer AG Customer Care. Each return must always be accompanied by a justification.

Only undamaged and uninstalled new parts can be returned in the original packaging with the correct spare part number. Opened sets or incomplete units will not be accepted. With the exception of warranty claims, any refunds will be reduced by the costs incurred by us.

Spare parts that have been specially procured at your request cannot be returned.

Returns that do not fully comply with this policy must unfortunately be returned to the sender or disposed of at the sender's expense.

3. Replacement deliveries and deliveries under warranty

All exchange parts and parts of deliveries under warranty must reach us for inspection within 30 days of receipt of the delivery at the latest. Otherwise, we reserve the right to charge you for the missing or defective replacement part.

4. Transport damage

Always inspect the goods for damage upon delivery. Document damage to the packaging and goods and make a note of it on the shipping documents. This is essential for quick processing of the claim. Any transport damage discovered must be reported immediately to the transport company concerned and to the Spare Parts Sales department of Fritz Studer AG.

5. Warranty

The warranty period for our material deliveries is 12 months from the date of delivery.

6. Credit notes

Parts delivered incorrectly by the Fritz Studer AG Spare Parts Sales department or which are defective will be credited to you in full (incl. freight and packaging), provided that the material has been received by us within 10 days of the complaint.

80% of the costs of parts that were incorrectly ordered by you or that are returned for other reasons will be credited to you to take into account our costs for returning the goods to storage. You will still be charged for the freight and packaging costs.

No refunds will be made for returns up to a line value of CHF 110.- / EUR 100.-- (excl. VAT).

RETURN OF MATERIAL TO STUDER



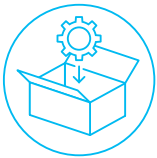
Register the return with your usual contact person



www.studer.com/en/contact/service-contact-person



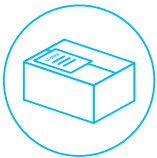
You will receive an RMA* return form from STUDER



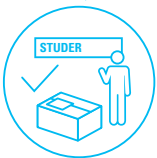
Pack the material



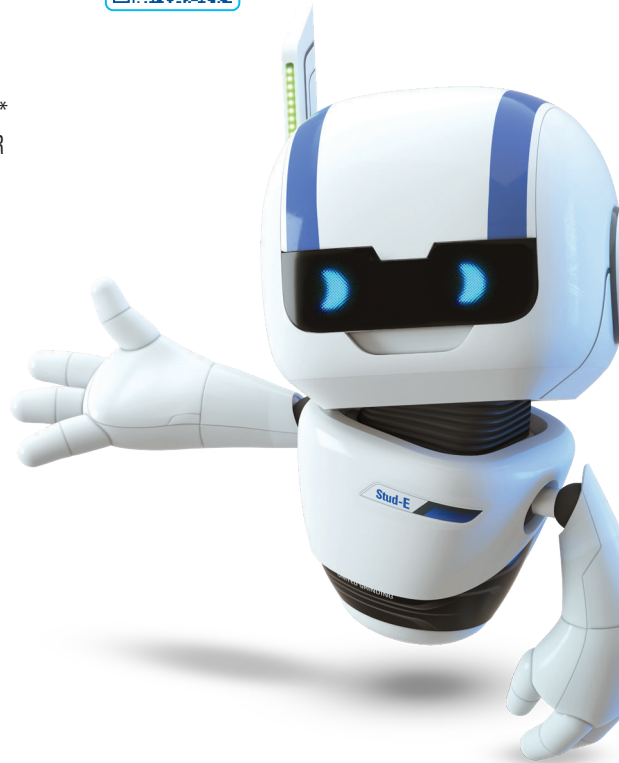
Enclose the RMA return form in the package



Return the material



Receipt of material



* RMA = Return merchandise authorization

 **STUDER**



Fritz Studer AG
3602 Thun
Switzerland
Phone +41 33 439 11 11
info@studer.com
customercare@studer.com
studer.com

