

# Important notes on your returns



## 1. Your goods can be returned to us in two basic ways.

a) You send the goods "carriage paid" to our address in Verden (Max-Planck-Straße 36-46, 27283 Verden, Germany). This is the approach generally adopted. Free of charge deliveries can also be used in exceptional cases subject to prior consultation and approval by us.

b) Following agreement issued by us, we can have the goods collected from their respective location (your office, construction site, end customer,...).

If this is to take place, we need the following information from you:

- From which location are the goods to be collected?  
This includes the address, and if necessary any further details such as "Hall 2", "Gate 5", "Site A", "Goods in", etc.
- The times and dates at which collection is possible.
- A contact person on site to handle the collection (ideally with tel. number).
- Details on how the goods are packaged (pallet, box, etc.,...).
- Details on the dimensions are optional, but always useful.
- The total weight of the shipment.

## 2. Please make sure that the goods are packaged properly and suitably for the intended transport.

We should point out that due to their design our products are often heavy and edged. Please select suitable inner packaging, especially for parcel deliveries. With pallet consignments, we recommend fixing the goods in place by screwing to the fixing rails and also covering the top with protective cardboard. Straps are another option for securely holding goods in place.

Good packaging is also essential when returning damaged goods. This is to prevent further damage, to maintain the condition of the product for investigations or to document the condition of the goods when first delivered for any insurance claims.

We ask for your understanding in that we cannot assume any liability for damage caused by improper return transport packaging.

We generally refuse delivery of all damaged boxes and pallets.

Below are a few more points that we would like to draw your attention to:

Please do not stick anything over the top of or remove our rating plates. If you wish to use stickers, please be aware that these often leave behind adhesive residue that is difficult to remove.



Please do not write on returned goods. You could, for example, use tags to hang or attach to your returned goods. In case of successful repairs, any writing might then be difficult to remove/delete (e.g. permanent marker).



Particular attention must be paid to open type transformers (IP 00). In some cases it is even prudent to use a pallet here, despite the fact that the weight of the unit itself is below 31.5kg. Examples of this include our BUST 2500 design or even larger ones or control transformers from approximately 2500 VA upwards.



In this case, the packaging has been pierced by a transformer.



Fixing rails are particularly susceptible, as they protrude out from the device

Returning multiple goods can also be problematic. Please make sure that the devices cannot hit against one another during transport and that no "movement" can occur within the packaging



Should you have any questions regarding the packaging for your returns, you can always contact us directly. We are glad to help and give advise.

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