

Information and conditions to an RMA Request

Prior to returning your product for replacement, for warranty repair/exchange, or because items are unused or wrongly sent etc. please fill in the RMA form. Upon receipt of the RMA request Agathon will issue an RMA number and you will then receive your RMA form complete with RMA no. and if necessary further details by e-mail.

In very urgent cases requiring an advanced replacement, please contact: spareparts@agathon.ch or serviceagathon@agathon.ch or teleservice@agathon.ch see section D below

Logistics and Deliveries

When returning material, please follow the instructions below to ensure your delivery arrives in a timely manner and is not damaged in transit.

Section A: Packing Instructions

Please return the product in its original factory box or similar packaging. The products should be secured in a rigid shipping box using bubble wrap or alternative shipping materials suitable to keep the item from being damaged during handling. The customer will be charged for material damage resulting from improper packaging.

Make sure that the RMA no. is marked clearly on all boxes, packages and accompanying paperwork. A copy of the RMA form with authorised number must be placed in each box complying with the items inside.

If returning multiple RMA's, please group and label each RMA box separately. These can then be placed in one bigger box for shipping.

Section B: Invoice Data

Please provide the following details on your shipping and invoice/packing list for the return shipment

1. Agathon part numbers
2. Parts serial number if possible/applicable
3. Clear and exact description of item
4. Machine serial number if known
5. Unit price must be CHF or EUR. = invoice value should be fair market value. Alternatively, 50% of the original buying price.
6. Please state: "Value for customs purpose only. No charge return goods"
7. RMA no. must be clearly indicated on all documents.
8. Wherever and whenever applicable invoices for return material must include either EUR.1. or Preferential Origin wording. If country of origin is not known nor the HS-code, contact spareparts@agathon.ch.

Section C I: Shipping costs for return from Customer to Agathon

The sender is responsible for any transport and insurance costs when returning material. Unless where otherwise specified the Incoterm® DAP Bellach, including customs clearance excl. taxes, is applicable in all cases.

Section C II: Shipping costs concerning RMA orders from Agathon to Customer

See Agathon delivery terms¹⁾

For time crucial RMA parts

Section D: Advanced RMA processing = A-RMA

Damaged part must be exchanged urgently (express delivery). New part must be sent before damaged part is prepared to be returned to Agathon.

Shipping A- RMA from Agathon → customer:

1. Customer must present a purchase order number or reference
2. Delivery conditions: Incoterm® DAP- named place of destination ¹⁾
3. Payment conditions: Agathon will always issue a payable invoice and will state an RMA no.
4. Pre-alert notice will be sent to customer upon collection of parcel at Agathon

Returning A-RMA → Agathon:

1. Make sure you have the RMA no. before returning any material
2. Packing instructions: See section A
3. Invoicing and ship to address as per section B
4. The customer is responsible for shipment, transport costs and insurance when returning material Incoterm® DAP Bellach
5. Always send pre-alert, shipping information spareparts@agathon.ch

Credit note for A-RMA

- a) Upon receipt of RMA part and after investigation Agathon will issue a credit note including transport costs if applicable.

General Information

Please send shipping information RMA no., Airway Bill/Tracking no., Forwarder and invoice document to spareparts@agathon.ch

Invoice and ship to address:

Agathon AG
Gurzelenstrasse 1
CH-4512 Bellach
Switzerland
Attn.: Parts & Shipping

Shipments which are returned without any reference to an RMA no. will be held back until all details have been given by the customer and an RMA no. has been issued. In this case there will be a delay in RMA order processing.

¹⁾Agathon delivery terms to customer are as follows according to Incoterms® 2010:

- a) For non-warranty material: FCA Bellach. Customer's choice of forwarder
In this case customer may opt for Agathon to organise transport delivery DAP-named place of destination, where all shipping costs will then be added to the invoice. This must be specifically stated on RMA form.
- b) For warranty material: DAP- named place of destination incl. customs clearance, excl. taxes.
- c) A-RMA: For warranty material: DAP-named place of destination incl. customs clearance, excl. taxes.
- d) A-RMA: For non-warranty material DAP-named place of destination incl. customs clearance, excl. taxes, costs will be added to the invoice.