AGATHON
SWITZERLAND

RMA Antrag / RMA Order Nº

☐ Reparaturen / Repair ☐ nicht bestellt / not ordered
☐ Rücklieferung nach Service-Einsatz/Return delivery after service intervention
☐ Garantie Austausch/ Warranty exchange ☐ falscher Artikel / wrong part

Firma / Company
Name:
Adresse:
City:
Country:

Kontaktangaben / Contact
Name:
E-Mail:
Tel:

Maschine / Machine
Type:
S/N:
Baujahr/Year:

Information
LS-Nr. / Packing list no.
Rechnungsnr. / Invoice no.
Alte Bestellnr. / old PO no.

Pos. (max. 3 pro RMA)	Menge Quantity	Artikelnr. Part number	Artikelbeschreibung Description	Garantie/GS Warranty/CN
01				
02				
03				

Beschreibung des Defektes/Description of fault

Grund der Rücksendung / Reason for return

Versandangaben / Transport information
Incoterms: ☐ DAP Bellach ☐ FCA Abgangsort (gemäss Absprache / with agreement Agathon)
AWB:
Spediteur/ Forwarder

Kundenanfragen/ Customer requests
Anfrage für Angebot/ Request for quotation ☐ Yes ☐ No
Anfrage für Austausch/ Request regular exchange ☐ Yes ☐ No
Bestell.Nr. / PO Nr.

Datum/Date:

Kunden-Unterschrift/ Signature customer:

Approved by Agathon

Return Policy & RMA Procedure

Returns of replacement, replacement or unused material are only permitted upon prior issuance of an RMA number. Returns without an RMA number will not be processed. The RMA number must be indicated on all packages and accompanying documents.

The sender is responsible for proper packaging, shipping and transport insurance. Damage caused by inadequate packaging is at the expense of the sender. The return shipment is generally carried out in accordance with the DAP Bellach Incoterm® (incl. customs clearance, excl. taxes), unless otherwise agreed.

The return shipment must be accompanied by complete shipping and invoice documents, in particular article and serial numbers, a precise description of the goods, the value of the goods (exclusively for customs purposes) and the note "Returned goods - value only for customs purposes, no payment". Where possible, the preferential origin must be proven.

In the case of urgently needed material, an advance delivery (Advanced RMA) can be made. In this case, the replacement material will be delivered before the defective goods are returned and will be invoiced first. After receipt and inspection of the defective goods, a credit note will be issued – if justified.

Return of spare parts ordered as a precaution

If the Purchaser has ordered several spare parts in explicit consultation with the Supplier for the purpose of shortening the repair
or service time because it was not yet clear which spare part was required when the order was placed, the Supplier grants the Purchaser a right of withdrawal of four weeks from delivery for spare parts that are not required
.

The return requires that the spare parts are returned to the storage location of the supplier or an affiliated company designated by the supplier within this period at the expense and risk of the customer, insured carriage paid (CIP Incoterms® 2020). Any depreciation, in particular as a result of installation and/or
removal, shall be compensated by the Purchaser.

The Supplier shall be entitled to charge goods receipt, inspection and restocking costs in the amount of 10% of the item value, up to a maximum of CHF/EUR 175.00 per item. Spare parts with a value of less than CHF/EUR 130.00 per part or item are excluded from return; no credit notes will be issued for this
.

Exclusion of the right of return in the case of order-related procurement

Products that are specially procured or manufactured on behalf of the customer and are not part of the regular stock are excluded from return. This applies regardless of whether the corresponding procurement has been declared as a non-stock item.

Also excluded from return are:

- Storage media such as hard disks, memory cards, etc.
- Hazardous goods such as lithium-ion batteries, solvents, oils, etc.
- Materials not supplied by Agathon

If such products are nevertheless returned, this is considered an implied order to the supplier to dispose of the items in question without entitlement to refund or credit