

INFORMATION ON THE PROCESSING OF CLAIMS AND THE RETURN OF GOODS

Dear Customer,

We hope that you are satisfied with our products and services. If it is nevertheless necessary to return an item to us, please observe the following instructions for the processing of claims and the return of goods. To ensure quick and uncomplicated processing, it is important for you to proceed as follows:

1. **Check the fault:** Make sure that there is actually a fault. Please note that unjustified claims will be charged an administrative fee of € 50.00 (plus the shipping costs for returning the goods).
2. **Transport damage:** We are not liable for transport damage. This must be reported directly to the parcel service provider or the shipping company upon the receipt of the goods.
3. **Request a ticket number:** If a return is necessary, please contact us by phone in advance for a ticket number. You can also request a ticket number by email: quality@link-gmbh.com.
4. **Claims or returns of goods without a ticket number:** We are not able to process any claims or returns of goods without a ticket number. Any such goods will be sent back to you, incurring a charge which you will be liable to pay.
5. **Returning items:**
 - Use the original packaging if possible.
 - Write the ticket number on the outside of the shipping box (not on the product packaging).
 - Enclose the completed ticket form.
 - Enclose a copy of the shipping note or invoice.
6. **Shipments that are not prepaid:** We are not able to accept any shipments that are not prepaid.
7. **Inspection and repair:** After receiving the return, we will inspect the item and repair or replace it if necessary. You can enquire about the status of your claim at any time by phone (0049-6033-97404-500), stating the ticket number.
8. **Important information on general returns of goods:** Goods can only be returned if they are in the original, unopened packaging.

Incorrect orders and returns: We charge an administrative fee totalling 20% of the value of the goods for incorrect orders or returns of goods that are no longer required.

Important information on the warranty: The warranty is not valid in the following cases:

- If the returned goods were not packaged and shipped properly.
- If the goods were installed or handled improperly.
- If the goods were damaged by external influences.
- If the goods were subject to mechanical damage.

Thank you for your cooperation; we will be pleased to answer any further questions you may have.