

NOTES ON CLAIMS AND THE RMA PROCESS

Dear customer,

We hope that you are satisfied with our products and services. However, should you need to return any of your purchases, please observe the following information regarding our RMA process. To enable us to process your return and RMA quickly and easily, we ask you to observe the following returns procedure:

- 1** Check the product thoroughly to determine whether it is truly defective. Invalid claims will result in a processing fee of €50 (plus shipping costs). Note: We are NOT liable for damage incurred during shipping. Any damage should be reported to the delivery service/shipping company upon arrival.
- 2** If it is necessary to return the item, please call us FIRST so that we can assign an RMA number to your case. You can also request your RMA number via e-mail (rma@link-gmbh.com)
- 3** We cannot process claims without an RMA number. Such items will be returned at your expense.
- 4** Complete the RMA form (www.link-gmbh.com/downloads), fill in the RMA number on the form and record the reason for your complaint.
- 5** Returning items:
 - Use the original packaging if possible
 - Write the RMA number on the outside of the box used for shipping (not on the product packaging)
 - Include the completed RMA form
 - Include a copy of the shipping order or receipt
- 6** We cannot process any shipments with unpaid postage or without an RMA number. These packages will be returned to the sender.
- 7** We will inspect and repair or replace the product. You can call us at any time and check the status of your claim using your RMA number.
- 8** In case of incorrect orders or no longer required items a fee of 20% of the merchandise value will be due.

The warranty is rendered void under the following circumstances:

- The returned item was improperly packaged and/or shipped
- The item has been improperly installed or handled
- The item has been damaged by external factors
- The item shows signs of mechanical damage

PROCEDURE FOR HANDLING RETURNS

1 Request an RMA number

Please contact us to request an RMA number for the item you wish to return.

A) Request an RMA number by telephone

or

B) Request an RMA number by e-mail

For repairs:

Phone +49 6033-97404-0

Complete the form and e-mail it to:

rma@link-gmbh.com

For all other returns:

Phone +49 6033-97404-12

We will e-mail you an RMA number or call you back to assign you a number.

The RMA number is valid for a period of 14 days.

We cannot process returns without RMA numbers. Such items will be returned to you.

2 Returns

Include your completed RMA form and a copy of the shipping order or receipt with the item you wish to return.

AND

Write the RMA number on the outside of the package.

Do not write the RMA number on the original product packaging.

The item must be packaged properly. Samples must be undamaged and shipped in the original packaging.

Send the package (postage paid) to the following address:

**LINK GmbH
Bahnhofsallee 59-61
35510 Butzbach, Germany**

If your claim is valid, you will receive a credit for the shipping costs. Invalid claims will result in a processing fee of €50 (plus shipping costs).