

### **Return Shipment Conditions**

- Only return shipments that have been registered at Glaston Germany GmbH via the online form at <https://glaston.net/services/> are acceptable. Customers will then be issued a return shipment number, a list of the items that are to be returned along with a shipping label for the return shipment parcel.
- Items which are included on different invoices can only be returned if the returns shipments have been registered separately.
- When returning items that may have been in contact with hazardous substances or substances that can cause health hazards, then the customer must also complete the “safety declaration” form and sign it.
- The address for return shipments is:  
**Glaston Germany GmbH**  
**Industriestrasse 2-4**  
**75242 Neuhausen-Hamberg**  
**Germany**
- Customers must provide a full description of faults when asserting warranty/goodwill claims or in cases where a repair is being requested.
- Customers deeming damage caused by or during transit or similar must photograph the evidence and clearly document this, before including it within the returned goods packaging alongside the products. An advance email notification containing images, fault reports, written records etc., is also required and must be forwarded in an advance email.
- Returns from a non-EU member state with an item value of under € 200.00 must be clarified with a service clerk to avoid incurring unnecessary transportation costs.
- As of 1 November 2016, after termination of the transitional period, shipments that are not registered and for which no return shipment number has been issued, will no longer be processed and must be returned at the expense of the customer. After any time limit has expired, items that do not include a document reference (invoice, delivery note, order) also must be returned at the expense of the customer
- Should you have any further questions, please send an email to the service clerk: [return.de@glaston.net](mailto:return.de@glaston.net) stating the return shipment number.

## RETURN SHIPMENT CONDITIONS

Glaston Germany GmbH



Version 12-2020

### **Spare parts warranties**

- Unless otherwise stated or having previously been agreed, a 12 month warranty is provided which commences on the shipment date from our plant.
- This specifically means:
  - In relation to spare parts, (new items), the warranty period is shortened to 6 months when the delivered item is used in 2-shift operations and is reduced further to 4 months when used in 3-shift operations.
  - The warranty period for exchanged spare parts or repaired items is 6 months from the date of the delivery note.
  - The warranty period is shortened to 3 months when used in 2-shift operations and to 2 months when used in 3-shift operations.
  - A subsequent upgrade or replacement delivery does not result in the recommencement of the limitation period.
  - Used items are sold by the ordering party with exclusion of all rights in the event of there being defects (warranty rights).
- Bulk materials and low-value items (under € 25.00) may not be returned and are subject to a re-storage fee

### **List of costs**

Re-storage fee for bulk materials and low-value items (small parts, screws, etc.)	20% item value
Re-storage fee for return of items through goodwill	10% item value
Scrapping fee for a max. item value of € 1000.00	€ 100.00 lump sum
Scrapping fee for an item value exceeding € 1000.00	€ 250.00 lump sum
Costs estimate processing	€ 180.00 lump sum

**Warranty exclusion:**

Amongst others the warranty does not cover damage caused by:

1. Non-adherence to the operating and maintenance instructions
2. Unless otherwise stated and agreed, modifications or repair work not carried out by Glaston Germany GmbH service technicians
3. Incorrect installation or incorrect commissioning by the ordering party or a third party (unless otherwise stated and agreed).
4. Natural, technical wear and tear of the products
5. Improper use, use that is not in accordance with the intended use, or an unsuitable use of the delivered item
6. Incorrect or negligent treatment, especially excessive operational loads.
7. For wearing parts and operating supplies such as seals, filters, hydraulic oil, etc.
8. Adjustment work incorrectly carried out
9. Chemical or physical influences which have resulted from faulty operating supplies or replacement tools
10. Harm created by damage caused to paintwork not repaired within and during the course of regular maintenance, such as corrosion and/or consequential damages.
11. Damages resulting from a force majeure.

In all other cases, the Glaston Germany GmbH **General Terms and Conditions** (AGB) have validity. You can access and download these from here:

<https://glaston.net/agb>