

# Product returns at **KOMSA!**

Quick, easy and professional

version of 12/2020



# Returns and buy-backs

The KOMSA returns conditions apply in addition to our General Terms & Conditions if you want to make a return or complaint regarding goods supplied by one of the following companies in the KOMSA Group ("KOMSA" for short). The Group includes KOMSA AG, KOMSA Services GmbH and aetka AG.

## 1. Complaint on delivery

- If you have received incorrect, excess or duplicate items, please report this to us immediately, and at the latest within five days of delivery.
- If the delivery is incomplete, or if items were delivered damaged or not delivered, please report the missing quantity/damage to the courier, express delivery or parcel service/forwarding company and to us immediately, and at the latest within five days of delivery.
- It is important that you observe these deadlines in order for us to be able to process your complaint.
- If the package is visibly damaged, please decline to accept it. If you discover damaged or missing goods after accepting the package, please retain the outer packaging. Check the goods in detail (compare serial numbers).
- Leave the package as it is and inform us immediately.
- Please submit your complaint in writing (an email is sufficient), quoting our delivery note or invoice number. Our staff will then review your complaint. If the incorrect delivery is due to an error by KOMSA, we will arrange for it to be returned free of charge. Please do not send items back to us unpaid, as the cost will be invoiced to you.
- Please package returned items correctly, so that they are adequately protected against loss or damage. If you need to include consumables in the return, please also package these correctly and enclose them with the shipment.
- Please package multiple items together and enclose a collective delivery note, so that the incoming goods can be checked for completeness by our incoming goods department.

## 2. Defect items

If you need to report a defective item to our service department, please contact us by telephone +49 (0) 3722 713-596, fax: +49 (0) 3722 713-595 or email: [retouren@komsa.de](mailto:retouren@komsa.de). Once our staff have reviewed your report, and if your product is still under warranty, you will be sent an RMA. The RMA is required for the further processing of your complaint. Please note it on the documentation enclosed in your return as well as on the packaging.

Please enclose the relevant proof of purchase (delivery note or invoice) and a detailed description of the fault, and package the returned items correctly, so that they are adequately protected against loss or damage. To prevent damage, consumables (e.g. ink cartridges, toner, ink ribbon, thermal transfer film, printing foil, paper, labels, labelling tape, filters) must be removed from devices. If you need to include consumables in the return, please also package these correctly and enclose them with the shipment.

Please package multiple items together and enclose a collective delivery note, so that the incoming goods can be checked for completeness by our incoming goods department.



### 3. A-stock returns

Your customer bailed, you ordered too much or the wrong thing? No problem. KOMSA give you the option to return goods purchased from us under the following conditions:

- The return of A-stock is limited to items that were purchased via KOMSA. You are required to provide proof of purchase (delivery note or invoice).
- The item must be listed in the KOMSA price list or KARLO at the time it is returned.
- Returns for A-stock are only possible for goods in perfect condition with a delivery note dated no more than 4 weeks previously. This means the product must still be in its original packaging and be free of damage resulting from use, transport, notes, price labels, etc. Returns of consumables (e.g. ink cartridges, toner, ink ribbon, thermal transfer film, printing foil, paper, labels, labelling tape, filters) will only be accepted in the original packaging. If the consumable is a component of or included in the delivery of a hardware package, the entire package can only be returned if the consumable is still in its original packaging and has not yet been used in the device.
- e-cash cards, custom orders or specially configured goods generally cannot be returned.
- Software products and products containing software can only be returned if the manufacturer seal is unbroken.
- Please note that items purchased as a bundle can only be returned if all components are returned.

Returns can only be refunded at the current item price on the date of return or at the original purchase price at most, minus a restocking fee, which can be found listed by product class on KARLO at [www.karlo.de](http://www.karlo.de).

In the event of damaged or missing packaging, other damage or traces of use, we reserve the right to reject the return and the corresponding credit. If we do accept the return, we will apply a depreciation charge, the level for which can be found on KARLO at [www.karlo.de](http://www.karlo.de).

Please notify us of A-stock returns by telephone on +49 (0) 3722 713-596, fax: +49 (0) 03722 713-595, via email at [retouren@komsa.de](mailto:retouren@komsa.de) or – if as appropriate – via our interface. Once our staff have reviewed your notification, they will send you an RMA. The RMA is required in order for KOMSA to receive and credit your returned items. Please note it on the documentation enclosed in your return as well as on the packaging.

- Please package returned items correctly, so that they are adequately protected against loss or damage.
- Items are returned at your own expense and risk. Deliveries that are sent to us unpaid and/ or do not meet these return conditions will be returned at your expense.
- Please package multiple items together and enclose a collective delivery note, so that the incoming goods can be checked for completeness by our incoming goods department.
- After receiving the goods, KOMSA will check the return and decide whether a credit note can be issued on the basis of the above conditions.

## 4. Data erasure

On all products that are returned, all data (in particular personal data) are to be deleted before return shipment in such a way that they cannot be restored.

**Any Questions?**  
**We are happy to help!**

Telephone: +49 (0) 3722 713-595  
Email: [retouren@komsa.de](mailto:retouren@komsa.de)

# Product returns

If you have any questions,  
please contact us on:  
+49 (0) 3722 713-596 (8 am – 6 pm)

KOMSA AG  
Abteilung Warenretour  
Niederfrohnaer Weg 1  
09232 Hartmannsdorf, Germany

Please enclose this form, completed with  
details of every item in **the return**.  
A fully completed form enables us to pro-  
cess your return faster

Company:							
Address line 1:							
Post code/city:							
Telephone	Telefax:						
Your reference no.:	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						
Your tax no.*:	Your customer no. (please enter above)						

Item	Quantity																
Mech. serial no.:	IMEI no.:																
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KOMSA delivery note no.	KOMSA invoice no.																

Reason for return (please describe the product <u>fault in detail</u> )

**KOMSA AG return conditions apply to all product returns.**

Please send multiple items to the returns department in one package and enclose a collective delivery note, so that the incoming goods can be checked for completeness by KOMSA.

Location, date

Signature of authorised signatory  
Company stamp