



Return terms of Sauter Feinmechanik GmbH

Status: February 2021

General terms:

- _ Only registered returns with SAUTER Feinmechanik GmbH using the online form at www.sauter-feinmechanik.com/service
- _ Returns must be registered separately for goods that are listed on different invoices.
- _ The address for returns is:
SAUTER Feinmechanik GmbH
Carl-Zeiss-Straße 7
72555 Metzingen
Germany
- _ In the case of warranty claims or repair cases, the customer must describe the defects.
- _ Defective goods due to transport damages must be immediately documented by the customer and attached to the goods. Please note the damage in form of pictures, error reports, records, etc.
- _ Return shipments from a non-EU country with a value of goods below € 200 must be clarified with a SAUTER service employee to avoid unnecessary transport costs.
- _ Shipments without registration and assignment of a return number will not be processed after a transitional period from 01.03.2021 and returned at the senders cost.
- _ Goods that do not have a reference document (invoice, delivery, order) will be returned at senders cost.
- _ If you have questions regarding returns, please contact the SAUTER service staff by e-mail, quoting the return number, to: retour@sauter-feinmechanik.com

Other return terms for unused new goods:

- _ No returns are allowed for goods after sixty-days.
- _ No returns are allowed for goods with a low value (single item with a value of goods below € 30).
- _ No returns are allowed for small goods such as screws, nuts, pins etc.
- _ Components must be in their original, undamaged condition.
- _ Electrical components are not returnable.
- _ Seals, deep groove ball bearings, spindle bearings, roller bearings, needle bearings, etc., can only be returned in undamaged original packaging.
- _ Components that have been subjected to a technical change in the meantime will not be taken back.

Applicable handling charges:

- _ 20% of the value of the goods, but at least € 30 per item.

Otherwise, the terms and conditions of delivery and purchase of SAUTER Feinmechanik GmbH shall apply. You can view and download these at <https://www.sauter-feinmechanik.com>