

Repair and Return Policy

General

§ 1 - Return policy for return deliveries

In principle, a return is only possible within 14 days (calendar days) after receipt of the goods. The date of the postmark or the delivery of the collection invitation shall be decisive. After this period has expired, a return is no longer possible. We recommend that you check the item immediately upon receipt and return it immediately if desired.

Attention:

The return delivery will only be accepted if the return delivery note has been filled in correctly!

The following conditions also apply:

- The item is undamaged
- The item is in its undamaged original packaging
- All original labels are still present and attached as received
- All accessories supplied are present
- The original packaging has not been labelled

§ 2 - Return conditions from project business

Returns from our own project business shall also be accepted outside the 14th calendar day period, but within the statutory warranty period.

The above-mentioned conditions from § 1 also apply here!

§ 3 - Return shipping costs

In general, the shipping costs for the return of unwanted items are to be borne by the customer or sender.

If one of the following conditions applies, the shipping costs will be borne by Primion:

- Item does not correspond to the order
- Incorrect information on the part of Primion
- Defective item received (burden of proof lies with the recipient)
- Incomplete product received

The item must be packed by the customer in such a way that it is safe for transport. An item must be returned in its original packaging, complete and with all accessories.

§ 4 - Overview of costs

- a) If the conditions from §1 for the return are not fulfilled, a lump sum of **90 €** for the examination on reusability & processing per indicated article is set.
- b) For repairs, a flat rate of **90 €** will be charged for the inspection of reparability. In the case of a requested repair, the costs for the inspection will be credited.
Please refer to the cost overview for the costs of repairs.

Definition of repairs & returns

Repairs (within & outside the warranty)

Repairs are products from our own production which show defects within or outside the legal warranty period and have to be rectified / repaired.

Here, a distinction is made between a defect within & outside the statutory warranty period:

- **Within the warranty period**, Primion will rectify and process the defects at no cost to the customer.
- **Outside the statutory warranty period**, on the other hand, the process flow of the repair process, including the corresponding invoicing, will apply.

Attention:

Merchandise does not fall under the process flow “**repairs**” but is generally to be considered as a **return delivery!**

Note:

The processing of a requested **repair** must be marked accordingly in the **RMA form!**

Return deliveries (in-house production & merchandise)

Return deliveries are the general return of delivered products which do not need to be checked for defects.

Return deliveries are processed in accordance with the defined return delivery process, including the settlement of the deposited return delivery flat rate.

Note:

The processing of a requested **return delivery** must be marked accordingly in the **return delivery note**.