

AA – Nr. 311_EN	Quality Management Worker Instruction	SCHUNK 
Revision - 08 Page 1 of 2	Costs for customer caused return delivery in the area gripping systems and clamping Technology Lauffen	Applies to: Sales and after sales Services



Applies only for current catalog products	Applicable Documents																		
<u>Gripping Systems:</u> For customer-generated returns, a restocking fee is to be charged depending on the total value of the returned shipment. Graduation as follows <table><tr><th>Total value in EUR</th><th>Own products</th><th>Merchandise (Verification with supplier)</th></tr><tr><td>0,00 EUR to 200,00 EUR</td><td>No return!</td><td>No return!</td></tr><tr><td>201,00 EUR to 1.000,00 EUR</td><td>Fixed amount: 100 €</td><td>30%</td></tr><tr><td>1.001,00 EUR to 2.000,00 EUR</td><td>12%</td><td>20%</td></tr><tr><td>2.001,00 EUR to 3.000,00 EUR</td><td>10%</td><td>15%</td></tr><tr><td>From 3.001,00 EUR</td><td>7%</td><td>15%</td></tr></table> • The goods must be visually and technically 100 % good. • The return takes place only within 12 months after delivery. • In addition to the re-storage fee, if reworking costs are incurred for necessary re-work, these must be agreed separately with the customer in advance. These costs will be deducted from the correction invoice. • Special customer solutions are only taken back if they can be dismantled into standard components. The individual components must be able to be booked under a standard number, own production parts or merchandise. • Mechatronic merchandise and drive controllers as well as non-original packaged sensors are not taken back, this also applies to trial shipments for these products. • Project-specific purchased parts and merchandise are excluded from the exchange and may need to be clarified in individual cases. • Credit notes from 5.000 € must be signed by the Business Unit Manager Service. • For trial deliveries no processing fee is due. Any additional costs incurred by using the product will be charged. • If the returned goods cannot be accepted due to damage, function, age or value, this will be returned back to the customer. • If the customer exchanges new goods due to self-induced incorrect ordering and buys products in the same value, there are no further costs for the customer.	Total value in EUR	Own products	Merchandise (Verification with supplier)	0,00 EUR to 200,00 EUR	No return!	No return!	201,00 EUR to 1.000,00 EUR	Fixed amount: 100 €	30%	1.001,00 EUR to 2.000,00 EUR	12%	20%	2.001,00 EUR to 3.000,00 EUR	10%	15%	From 3.001,00 EUR	7%	15%	VA 192
Total value in EUR	Own products	Merchandise (Verification with supplier)																	
0,00 EUR to 200,00 EUR	No return!	No return!																	
201,00 EUR to 1.000,00 EUR	Fixed amount: 100 €	30%																	
1.001,00 EUR to 2.000,00 EUR	12%	20%																	
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Revision - 08 Page 2 of 2	Costs for customer caused return delivery in the area gripping systems and clamping Technology Lauffen	Applies to: Sales and after sales Services

Clamping Technology Fa. 1:

For customer-generated returns, a restocking fee is to be charged depending on the customer rating and total value of the returning shipment.

VA 191

Graduation as follows

Total value in EUR	fee
0,00 EUR to 50,00 EUR	No return!
51,00 EUR to 1.000,00 EUR	15%
1.001,00 EUR to 2.000,00 EUR	12%
2.001,00 EUR to 3.000,00 EUR	10%
From 3.001,00 €	7%

- The goods must be visually and technically 100 % good.
- The return takes place only within 12 months after delivery.
- In addition to the re-storage fee, if reworking costs are incurred for necessary re-work, these must be agreed separately with the customer in advance. These costs will be deducted from the correction invoice.
- Special customer solutions are only taken back if they can be dismantled into standard components. The individual components must be able to be booked under a standard number, own production parts or merchandise.
- Mechatronic merchandise and drive controllers as well as non-original packaged sensors are not taken back, this also applies to trial shipments for these products.
- Project-specific purchased parts and merchandise are excluded from the exchange and may need to be clarified in individual cases.
- Credit notes from 5.000 € must be signed by the Business Unit Manager Service.
- For trial deliveries no processing fee is due. Any additional costs incurred by using the product will be charged.
- If the returned goods cannot be returned due to damage, function, age or value, this will be returned back to the customer.
- If the customer exchanges new goods due to self-induced incorrect ordering and buys products in the same value, there are no further costs for the customer.