

Return directives of STRACK NORMA GmbH & Co. KG

1. Customer satisfaction is the top priority in our company, however, in principle, there is no right of return for goods delivered in perfect condition. We will only make use of this right to a limited extend.
2. Returns can only be made after prior telephone agreement and with a completely filled-out service form. Please when returning the goods, indicating the CALL number on the address label of the package. A credit takes place immediately after the corresponding incoming-goods inspection. Transport- and handling costs for returned goods incurring due to ordering errors or other faults of the customer, are charged to the customer.
3. The acceptance of products which are returned un-free to STRACK NORMA GmbH & Co. KG (**hereinafter referred to as SN**) without prior consultation or without service form, the products are returned at the expense and risk of the sender. Costs for the checking (flat rate 30.- Euro) and the sending of unauthorized returns are charged to the sender.
4. The possibility to return goods is limited to products the customer obtained from SN. The return of goods is only allowed within 3 months after receipt of the goods.
5. After receipt of the goods SN decides if the articles are in perfect condition and can still be sold.

Mint condition means:

- Articles must be returned in outer packagings, provided that SN has also delivered them in an outer packaging
 - Goods are completely undamaged
 - No customer specific stickers or lables
 - Original manufacturer's packaging is completely undamaged, the sender bears losses or damages during the transport.
6. The following products are will not be taken back in principle:
 - Products in special design
 - Single parts from sets
 - Mounted mould-, pillar- and cast- die sets
 - Plates with special dimensions and articles which are not permanently stored at SN
 - Goods invoiced by STRACK NORMA with a value under 50.- Euro
 7. If a decision of the manufacturer of the returned goods is required, SN reserves the right of payment retention regarding the credit until the final clarification.
 8. Furthermore SN reserves the right to charge an administration fee in the amount of 5 % of the sales price of the customer for standard articles and 20 % for PowerMax articles, at least however 50.- Euro.
 9. In addition apply the General Terms of Delivery and Payment of STRACK NORMA GmbH & Co. KG. In principle there is no right of return for goods delivered in perfect condition.