



Criteria and requirements for returning (new) spare parts from EU countries

Returns from warranty cases are excluded.

(Status: 05/2012)

Before returning the items please make sure the following criteria are met:

1. Specification of the reference data is provided
 - a. Copy of the delivery note or invoice
 - b. Duly completed return order form
2. The return is carried out within **max. 4 weeks** upon receipt.
3. The minimum value of each item to be returned is € 5.00 or more.
4. The items are new, **unused** and **clean**.
5. Any transport damage due to insufficient packaging is at the expense of the sender.
6. Unpaid consignments from German customers will not be accepted and will be returned to the sender against a fee.
7. The items are to be returned freight free to our Munich plant:

F. X. Meiller GmbH & Co. KG
Ersatzteilwerk 2000 / Retouren
Ambossstr. 10
80997 Munich
Germany

* The following goods are generally excluded from our return policy:

- Seals and gaskets as well as hoses and any other rubber material
- Custom-made or purchased and colour-treated/painted parts
- Individual items from kits

In general an administration fee of **15% of the items value** or a **minimum of € 25** is charged.

The return criteria under 3, 6, 7 and * as well as the administration fee do not apply to faulty or incorrect deliveries caused by our company.

If in doubt, please get in touch with your contact person (see delivery note) **before** returning the goods.

Return order



Delivery address:

F. X. Meiller GmbH & Co. KG

Ersatzteilwerk 2000 / Retouren
Ambossstr. 10
80997 Munich
Germany

Sender:

5-digit customer number:

Your name and telephone number:

Date:

01.01.10

Delivery note and invoice number:

max. 8 digits

Return reason (please tick where applicable):

- Wrong item(s) **ordered**
- Wrong item(s) **delivered**
- Item(s) **delivered too late**
- Item(s) are no longer required**
- Error in the spare parts list**
- Quality defect**
- Other reasons**
- Warranty claim submitted**

more detailed description of the reason for the return:

Upon consultation with:

Phone: +49 89/1487

Attention: returns from non-EU countries must be clarified prior to dispatch

Please make sure to act in accordance with our return policy (see attached sheet).

Always **complete** this return form and **enclose** it with the return shipment. Make sure to also enclose a **copy of the delivery note and/or invoice**, otherwise your return cannot be processed.

This is the only way to ensure a quick and smooth handling of your return order.

Franz Xaver Meiller Fahrzeug- und Maschinenfabrik - GmbH & Co KG, Sitz München, Amtsgericht München HRA 47857

Persönlich haftende Gesellschafterin ist die Meiller GmbH, Sitz München, Amtsgericht München HRB 5749

Geschäftsführer: Dr.-Ing. Daniel Böhmer (Vorsitzender/CEO), Helmut Distler (CFO), Dr.-Ing. Sebastian Simon (COO)

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Information for our communication partners according to Art. 13 GDPR can be found: www.meiller.com/gdpr