

RMA – Basic Conditions

Dear customer,

Thank you for your interest in our services.

To enable us to offer you the best possible support, please note the following information:

1. Please use the online RMA form to ensure that your return is processed quickly and smoothly. Please fill it out completely. The more detailed your information is, the easier and faster your order can be processed. Incomplete forms can lead to questions and extend the processing time.
2. We require one fully completed online RMA form per item. Please use a new online RMA form for the clear assignment of further submissions.
3. If available, please enter the complete seal number/serial number in the corresponding field. Optionally, you can send us a product photo or the corresponding type plate as a picture.
4. An RMA number is assigned automatically by the system form and communicated to you by e-mail after the form has been sent. A shipment without an RMA number cannot be accepted. In justified exceptional cases, mechatron GmbH reserves the right not to accept shipments without an RMA number.
5. The assigned RMA number is valid for 4 weeks from the date of issue. If no product has been returned during this period, the RMA number assigned to you will expire and must be reapplied for if necessary.
6. Before sending the product to mechatron GmbH, we recommend that it be protected from external influences during transportation, preferably in the original packaging or comparable packaging with sufficient padding.
7. The transportation risk to the contractor lies with the client. Product damage due to inadequate packaging shall be borne by the sender. We recommend that the goods are adequately insured by the carrier.
8. please send in the product you are complaining about without any additional accessories. In justified exceptional cases, if the defect is related to the accessories, it may be necessary to send in additional accessories. Please contact our service team in advance for this purpose.

9. The shipment to us must be made carriage paid. mechatron GmbH reserves the right to accept freight collect goods at its own discretion and to pass on the resulting costs of the return shipment to the sender.
10. To speed up processing, we ask you to enclose a copy of the corresponding proof of purchase or invoice with the package.
11. The fully completed online RMA form must be enclosed with the return shipment.
12. No claims or demands can be derived from the acceptance of the return shipment (receipt of goods). This applies in particular to third-party products. Only after a full product inspection by the service team and the sending of a binding offer can a separate decision be made on the exact processing depending on the circumstances of the RMA.
13. Experience has shown that it is necessary to inspect the returned products before preparing an offer. This may involve opening the devices and carrying out work on them (disassembly, etc.). If the offer is not accepted, there is no entitlement to the returned product being restored to its original condition. A return to the customer therefore takes place in individual parts.
14. In the event of an unjustified complaint, the entire return of the goods complained about by you is subject to a charge.
15. The processing time of the procedure can take up to 4 weeks.
16. The return shipment to the customer shall be made exclusively to the address specified in the online RMA form.
17. Delivery address for your return shipment:

mechatron GmbH
Werner-von-Siemens-Straße 35
64319 Pfungstadt
Germany

If you have any problems or questions regarding the shipment, you are welcome to contact the mechatron GmbH service team at any time. You can reach them at info@mechatron-gmbh.de or call us on: +49 6151 49244 70.

Note for customers from non-EU member states:

The customs documents for shipments for repairs must contain a note that the goods are only in transit. This note is mandatory to avoid import duties. In the case of returns that have been incorrectly declared by the customer, mechatron GmbH reserves the right to return them unopened.

Objective criteria such as the degree of wear and tear, useful life or repair costs from the past can be helpful in determining the customs value of the defective goods. mechatron GmbH advises the customer to determine realistic customs values. We are happy to assist you in determining the customs value and with other questions in connection with customs clearance.

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