

## Delivery of wire material for feasibility tests

These guidelines are valid for the deliveries of ware parts (**only wires**), which are provided from our customer for feasibility Tests (property of customer).

### Return Material Authorization (RMA):

Normally, your contact to our service technicians or sales coordinators is dedicated to an internal reference number (case). This number is also your RMA number for the delivery of your test material.



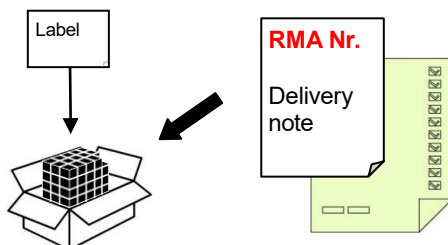
Through the marking of the test material with our Komax document number, we can guarantee a quick forwarding of your material. The responsible coordinator will be informed immediately.

### Order handling return delivery



- Delivery costs at the expenses of the sender:
- **Incoterms** 2010, DAP Dierikon (“free delivery”)
- **RMA number** has to be marked on the shipment documents (delivery note, proforma invoice, etc.)
- The declared value on the proforma invoice has to correspond with the real value of the test material
- Remark the **country of origin** for each delivered product
- Please remark: **“Goods to supplier for test”**

### Packaging / accompanying document

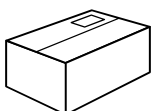


- Use removable label
- Put the delivery and accompanying documents (e.g. print out feasibility test) **into** the package.

### Delivery address / Receiver

Komax AG  
Industriestrasse 6  
6036 Dierikon  
Switzerland

**RMA No.**  
Customs documents



- Affix the customs papers **OUTSIDE OF** the packaging
- Return the parts to the pictured delivery address and send an email with the customs document (including **tracking number**) to [service.din@komaxgroup.com](mailto:service.din@komaxgroup.com) )