

Conditions regarding Customer Returns (KRB)

of

Conrad Electronic SE
Klaus-Conrad-Straße 1
92240 Hirschau, Germany
-hereinafter referred to as "Conrad"-

General:

In accordance with the Framework Agreement or, if such an agreement has not been concluded, the General Conditions of Purchase, the Supplier guarantees that the delivery / service contains no defects, the warranted characteristics exist and the delivery / service corresponds to the intended purpose, the best available technology and the relevant regulations laid down by the authorities and trade associations.

Conrad's contact for service issues:

Tel.: 09622 30-4455

Fax: 09622 30-5575

Email: Conrad-After-Sales@Conrad.de

1. Returned goods which do not concern customers:

Definition of "returns" from Conrad to the Supplier

- **Conrad will give back to the Supplier all returns which can no longer be stored in our central warehouse.**
- These returns will be sent to the Supplier free of charge bearing a number range of "48....".

Returns can be:

- articles from our customers and branches that have been declared "defective"
- articles from our customers and branches that have been returned because they were incomplete
- articles from our customers and branches where the sales packaging was damaged

Returns can generally be processed as follows:

Credit note

- Conrad sends the returned goods back to the Supplier.
- In this case, the Supplier credits Conrad for the cost price of the returned goods within 10 working days. Alternatively, it is also possible for the service returns to be encumbered automatically after 30 days.
- The Supplier can also waive the sending back of goods returned. In this case, a special agreement, e.g. a special discount of x% to offset the returns amount (deducted from the goods receipt invoice), or a credit note can be agreed.
- Service processing is generally performed by means of a 100% credit note unless a deviation from this has been agreed in a customer returns agreement.

Process requirements:

- The credit note for the goods must be issued to:
Conrad Electronic SE
Buchhaltung [Accounts]
Abteilung Kreditoren [Creditors Department]
Klaus-Conrad-Straße 1
92240 Hirschau, Germany
- specifying the Conrad SAP document number (48.....)
- with the quantity of each Conrad article number
- with the credit note value of **each Conrad article number**
- in the case of credit notes: specifying whether the amount is net or gross
- in the case of credit notes: specifying the document number related to the credit note
- The processing time for these tasks must not exceed 10 working days.
- The Supplier will be sent a reminder if the time set for processing is exceeded.
- **If the deadline for this reminder expires, the Supplier will receive a second reminder and be issued with a debit note at the same time.**
- **Alternatively, we will automatically encumber service returns after 30 days. In this case, no reminders will be issued regarding service returns.**
- We can only accept service processing using RMA numbers in exceptional cases. If this is done, we need you to name a contact responsible so that we can arrange this in the specific case.

2. Returned goods which concern customers

(Warranty period, cost estimates, repairs)

- The warranty period is 24 months from the date of the invoice issued to Conrad's customer.
- In the case of a warranty claim by the customer, or, if the customer desires, after the warranty period has expired, the goods with a number range of "47..." that are given to Conrad will be sent to the Supplier for repair.
- The Supplier is to draw up cost estimates at no charge.
- The Supplier shall send back repairs to Conrad within 4 working days (after the Supplier has received the goods).

Process requirements:

- The Supplier's return delivery of the repaired goods or a credit note issued by the Supplier regarding returns from the 47 number range must be sent to:

Conrad Electronic SE
Service 2000
Abteilung RR [RR department]
Klaus-Conrad-Straße 1
92240 Hirschau, Germany
- specifying the Conrad SAP document number (47.....)
- with the quantity of each Conrad article number
- with the repairs report for **each Conrad article number**
- **Direct shipments from our branches must not be sent to the above address. In this case, processing is carried out directly with the branches.**
- Goods must be sent back to Conrad (or its branches) free of charge.
- The processing time for these tasks must not exceed 4 working days (after the Supplier has received the goods).
- The Supplier will be sent a reminder if the time set for processing is exceeded.
- **If the deadline for this reminder expires, the Supplier will receive a second reminder and be issued with a debit note at the same time. In this case, Conrad will dispense with the goods being sent back and insist on payment of the debit note.**