

RETURN MATERIAL AUTHORIZATION PROCEDURE

Recently your company ordered spare parts from MAN Rollo. We trust that our service levels met with your expectations and that you received all your ordered parts as requested.

As part of our on-going commitment to providing a first class level of service and support we would like to make you aware of our **Return Material Authorization (RMA) Procedure**, which can be used to return any parts that have not met with your expectations.

Return Material Authorization procedure:

1. First send us your request for the Return Material Authorization by completing the Return Material Authorization form (see attachment 1).
2. MAN Rollo will check the Material Authorization request and once approved, will send you a Return Material Authorization Confirmation (see attachment 2).
3. After receipt of the Material Authorization Confirmation you can return the spare parts. Make sure you include a copy of the Return Authorization Confirmation within the shipment.

Return Material Authorization conditions:

- A. Special made or non standard stock with a value less than €150 - cannot be returned.
- B. All return items must be within 1 year of their shipment.
- C. When items are returned, a restocking fee shall be applied.
 - For items returned within the first two months after shipment date, a restocking fee of 15% shall be applied.
 - For items returned between 2 and 12 months after shipment date, a restocking fee of 25% shall be applied.
- D. All returned items have to be unused, undamaged, unopened and all items have to be still packed in their original undamaged packing.
- E. All return items are to be shipped at your own cost, risk and liability. Transport conditions shall comply with DDP Zoetermeer, Incoterms 2010.

Please note that receipt of the Return Material Authorization Confirmation does not automatically mean that a credit note for your returned goods will be issued.

After receipt of the goods, MAN Rollo will inform you within 5 working days if a credit note will be applied or will inform you why a credit note cannot be issued.

If you have additional questions about the RMA procedure please do not hesitate to contact us.

MAN Rollo B.V.