

Warranty and RMA conditions

1 - Applicability

1.1 These RMA conditions apply to all offers, purchase and sales agreements, as well as to deliveries of all goods and services that are marketed or supplied by Winterholt & Hering GmbH, hereinafter referred to as W&H, unless otherwise explicitly agreed in writing. The counterparty to W&H is hereinafter referred to as the “Purchaser/Client”.

1.2 W&H’s General Business Terms shall also apply. A copy of these terms will be sent to the purchaser free of charge upon request, or is available at www.whooffice.de. The General Business Terms shall take priority in the event of any discrepancy between the terms in these RMA conditions and the General Business Terms. All other conditions of these RMA conditions shall not be affected by such a deviation.

1.3 These RMA conditions include an RMA regulation on the process for defective products (Article 2), incorrect orders and wrong deliveries (Article 3).

2 - Defective products

General

2.1 In the case of products from different manufacturers, the Purchaser/Client or end user may contact the manufacturer directly to make a claim against the warranty in the event of a defective product. This is the simplest and quickest way to make an exchange/request a refund in most cases.

2.1.1 The Purchaser/Client or end user must report defective products from Oki / Konica-Minolta / Samsung / Xerox directly to Oki / Konica-Minolta / Samsung / Xerox. W&H does not accept the return of these items.

- Oki hotline: 0211-5262-555
- Konica-Minolta: 0800-2494824
- Xerox Hotline Germany 0180 50 04 39

2.1.2 Rainbowkits, toner bundles, drum bundles can only be claimed with all toner or drums. That if one toner / drum is defective, the other two toner / drums must also be returned as well. A single submitted toner has to be rejected.

2.2 The purchaser is unable to make a claim against the warranty in the event that a) the purchaser has allowed the products to fall into a state of disrepair; b) the purchaser has made changes or had changes made to the products, which also includes repairs that were not carried out by W&H or on its behalf; or c) the purchaser has otherwise acted carelessly. Procedure.

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2.3 An RMA number must always be requested using the online RMA form when returning any defective goods. This form can be obtained from W&H's website.

2.4 At least the following details must be given when making an RMA application: item number, invoice number/packing slip number, a clear description of the defect (the details "defective" or "does not work" are not sufficient and will therefore not be processed), serial number of the device, status report of the device, test printout.

2.5 Defective products may only be sent to us after W&H has assigned an RMA number. This must take place within five working days. The RMA form must also be applied to the outside of the transport packaging, so that it is clearly visible.

The address for returns is:

Winterholt & Hering GmbH

Albert Einstein Ring 12

25451 Quickborn Germany

E-Mail: rma(at)whoffice.de

The purchaser shall bear the costs for the shipment to W&H. No unfranked shipments, consignments without a visible RMA form or COD shipments will be accepted. The purchaser is liable for any damage or loss during transport to W&H.

2.6 After receiving the defective goods, W&H will inspect these against the relevant manufacturer's guidelines. If it emerges during the inspection that the goods do not match these guidelines, W&H reserves the right to destroy the goods, and no credit note shall be issued. The purchaser shall receive written notification about this. A returns shipment will be rejected in the following instances:

3 - Incorrect order and wrong delivery

The purchaser may only return defective products if the following conditions are taken into account.

3.1 In the event of a wrong order/delivery, an RMA application must be submitted within three working days of receipt of the goods using the online RMA form.

3.2 The products to be returned must be current and able to be resold. They must be undamaged and be in the original packaging; they must not have been opened and should not have any broken seals. Any goods that have been combined or modified at the purchaser's request may not be returned under any circumstances (except in the case of a wrong delivery by W&H)..

3.3 In the case of a failure to meet the conditions mentioned in 3.2, W&H reserves the right to destroy the goods, and no change will be made to the invoice. The purchaser shall receive written notification about this.

3.4 The RMA form must also be applied to the outside of the transport packaging, so that it is clearly visible.

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3.5 Following authorization by W&H based on the above conditions, any products ordered incorrectly must be sent to the following address within five working days:

Winterholt & Hering GmbH

Albert Einstein Ring 12

25451 Quickborn Germany

E-Mail: rma(at)whoffice.de

3.6 Products that have been assigned an RMA number because of a wrong delivery by W&H shall be collected by W&H's forwarder. Any products that are sent back to W&H **without an RMA number**, as COD shipments, or as unfranked consignments shall not be accepted.

3.7 A credit note shall follow within fourteen working days of the products being received and inspected.

3.8 Incorrect orders may be taken back as a goodwill gesture. A minimum of 15% of the costs for restocking the item will be charged in this case. W&H shall determine the percentage for restocking costs, and this may vary depending on the item offered and the RMA application.

- the item to be sent back has been completely used
- the warranty term has expired for the returned item
- the returned item has not been used
- the returned item is not an original
- the returned item was supplied with the purchased printer as a setup ink-jet cartridge/toner
- the returned item is not mentioned on the RMA form prepared by W&H.

4. Transportation damage

4.1 Carrier A visible transport damage must be registered immediately after receipt of the goods under whoffice@whoffice.de. A hidden transport damage must also be reported immediately after checking the goods under whoffice@whoffice.de.

We need:

- digital pictures of the damage
- note on the driver's waybill and/or CMR with signature and date for a visible damage
- which items are damaged and their quantities
- invoice number or delivery note number

4.2 Parcel service: The transport damage must be reported immediately after receipt of the goods under whoffice@whoffice.de. Visible damage must be confirmed by the driver. The package with the damaged goods remains on site for inspection.

We need:

- digital pictures of the damage
- tracking number
- which items are damaged and their quantities
- invoice number or delivery note number

4.3 Registration deadline: Transport damages which were notified later than 3 days must be automatically rejected. In the case of incomplete information, the insurance company does reject any regulation.

5. Exchange

W&H shall always issue a monetary refund for the accepted goods, provided these match your RMA application. W&H shall never exchange the returned product; you will therefore not be sent a new product automatically. You may raise another order if you would like to receive a new product.

Date: March 2018