



topus

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RMA TERMS AND CONDITIONS

General RMA conditions Topus sp. z o.o. sp.k.

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1 Returns regulations

At Topus, we make every effort to provide excellent logistic services to our partners. We process the orders with great attention at every stage. If however a delivered item needs to be returned, we offer clear and simple RMA procedures to support fast and efficient claim processing.

RMA department contact details:

Person responsible: Mateusz Rugieł – RMA specialist

e-mail: rma@topus.pl

phone: +48 71 324 18 93

In every RMA case, an individual RMA number will be allocated which should be used in all subsequent communication. The allocation of an RMA number does not imply that the RMA will be acknowledged. Once an RMA number is allocated, an RMA department will contact you with the instructions to follow.

The packaging of the goods in return must be free of stickers, advertising and film, nor any non-original prints. Packages that do not indicate a return with **an RMA transport label** [Appendix 1], will be refused at reception by the RMA department and will not be taken into consideration for the RMA procedure.

When these rules do not apply, Topus reserves the right to process a return request at its discretion and in all fairness.

Returning of goods by Topus customers can in principle only be done when Topus is legally obliged to take back the goods, especially when a defective product (guarantee) was delivered or when a product supplied was not ordered by customer.

2 Applicability

2.1. Unless explicitly agreed otherwise in writing, these RMA conditions apply to all offers, contracts of sale and supply of all goods that are placed on the market by Topus sp. z o.o. sp.k. (Hereinafter "Topus") and where Topus is acting as receiver of returned goods.



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2.2. Types of RMA

1. **transport damage;**
2. **order errors;**
3. **defects.**

For each of the individual types of RMA, a separate set of regulations applies.

3 Transport damage

Transport damage occurs when the protective packaging has been damaged or broken in transport. These may be visible scratches, cracks, dents, holes, or other effects, such as damages caused by water or other liquids. Two main types of transport damage can be distinguished: **visible** – easily noticed after the receipt of the goods, and **concealed** damages – detected only after opening the transport packaging.

In all cases, please check the incoming shipment in the driver's presence with great attention to detail to limit the number of concealed damage cases. They always lead to questionable situations with a forwarder due to lack of evidence of the forwarder's responsibility.

Goods shall be inspected immediately upon receipt.

3.1 Visible transport damage

When visible transport damage is observed after delivery, an immediate notification must be made on the delivery note of the carrier.

Any visible transport damage should be reported to Topus immediately after delivery (within 24 hours) by email to rma@topus.pl, including the following information:

1. a complete **RMA Transport Damage Report** (Appendix 2)
2. pictures of damage;
3. the copy of the waybill /delivery note with the damage report, confirmed by the driver and the person inspecting the delivery:
 - the name and the signature of the inspecting person
 - the name and the signature of the truck driver
 - the license plate number of the truck used for the shipment.



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3.2 Concealed transport damage

When concealed transport damage is noticed, it must be reported within 5 days after the receipt of the shipment by email to rma@topus.pl, including the following information:

1. a complete **RMA Transport Damage Report** (Appendix 2)
2. pictures of damage;
3. the copy of the waybill.

4 Defects

A product can be referred to as defective when it no longer contains the functionality or can no longer perform its functionality as a result of a yet to be defined defect or damage. Defects or malfunctions may be visible or hidden. Decrease of functionality as a result of wear and tear through normal use falls outside of the definition of defect. Malfunctions caused by improper use or use other than that for which the product was produced, as well as mechanical damage, falls also not under the definition of defect.

Defects regulations:

A defective product supplied should be reported by e-mail to rma@topus.pl with all required documents enumerated below.

The RMA request will immediately be processed by Topus only if the following information is completely supplied:

1. a complete applicable **RMA Defect Report** (Appendix 3);
2. printout of a test report and a copy of a printout showing the defect.

Once an RMA number is allocated, unless agreed otherwise, Topus will collect the return goods within 14 days for verification and processing. The packaging must also be free of stickers, promotional texts, advertising, foils and other non-original packaging imprints. An RMA transport label (Appendix 1) should be placed on the box with returned goods. Return packages and pallets lacking a Topus RMA number may be refused on receipt by Topus. Once the defective goods enter Topus warehouse, the RMA procedure begins and may take up to 60 days.



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In case the defective goods are toner or ink cartridges, the defective products will be assessed in accordance with guidelines and guarantee conditions of the manufacturers. Reimbursements are also provided in accordance with these guidelines.

5 Order errors

Order errors mean all faulty executed deliveries including partial non-delivery, shortages and excesses of goods delivered, or mispicked products. It should be reported by email to rma@topus.pl within 5 days after the receipt of the shipment, including a **complete RMA Order Errors Report** (Appendix 4);

Once an RMA number is allocated, the reported discrepancy will be checked and evaluated by Topus. If the reported discrepancy is correct, the customer will receive a credit note within an evaluation period of 14 days.

Should a situation occur when these rules do not apply, Topus reserves the right to process a return request at its discretion and in all fairness.



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6 Appendix 1 – RMA Transport Label



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RMA No:

Sender [company stamp]

Delivery address :
TOPUS SP. Z O.O. SP.K.
UL. BIERUTOWSKA 55
51-317 WROCŁAW
Poland

PLEASE ENSURE THAT THIS LABEL IS APPLIED CLEARLY VISIBLE ON THE OUTER PACKAGING.

ATTENTION: DO NOT APPLY ANY STICKERS OR LABELS ON THE ORIGINAL PACKAGING!



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7 Appendix 2 – RMA Transport Damage Report

TRANSPORT DAMAGE REPORT

Company name			
Country			
Person inspecting the delivery			
Contact person			
Phone number			
e-mail address			
Delivery date			
Type of damage	visible		concealed

PLEASE ATTACH PHOTOS SHOWING THE DAMAGE OF THE LISTED PRODUCTS

Damaged product partnumber	Invoice number	Quantity	Clear description of the damage



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8 Appendix 3 – RMA Defect Report

DEFECT REPORT

Company name	
Country	
Contact person	
Phone number	
e-mail address	

PLEASE ATTACH PRINTOUTS OF A TEST REPORT AND A COPY OF A PRINTOUT SHOWING THE DEFECT

Faulty product partnumber	Invoice number	Quantity	Printer model	Error code	Description of the defect	Percentage of product usage



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9 Appendix 4 – RMA Order Errors Report

ORDER ERRORS REPORT

Company name		
Country		
Person inspecting the delivery		
Contact person		
Phone number		
e-mail address		
Delivery date		

Product partnumber	Invoice number	Purchase Order Number	Qty ordered	Qty invoiced	Qty received