



## Return Policy

**BUYER MUST NOTIFY ORGA SERVICE, HEREINAFTER: "ORGA" OF ANY DEFECT IN THE PRODUCT(S) BY SENDING AN EMAIL TO [SERVICEDESK@ORGA.NL](mailto:SERVICEDESK@ORGA.NL) OR BY CALLING ORGA (+31 (0)10 208 5555).**

**TO ENSURE YOUR RETURN IS PROCESSED QUICKLY, AND EFFICIENTLY, PLEASE FOLLOW THE GUIDELINES OUTLINED BELOW. BUYER SHOULD INCLUDE PRODUCT SERIAL NUMBER(S) IN EVERY SERVICE REQUEST.**

### Returned Material Authorisation (RMA) guidelines

Returns require a Return Material Authorisation (RMA) number and RMA sheet completed prior to shipping goods.

Buyer should contact ORGA in order to obtain an RMA form.

The RMA form needs to be returned to the ORGA by email or by fax (+31 (0)10 437 8445).

- Part number(s)/device name(s) and corresponding quantities to be returned;
- Serial number(s) (device + component when applicable);
- Site location(s) when available;
- When available, Buyer's site technician and telephone number;
- Enclose description of the failure with the units including a contact name and telephone number;
- Shipping address, contact person and telephone number;
- Billing address, contact person and telephone number;
- Buyer reference/purchase number;
- Reason for return (i.e., ordered the wrong part, over-ordered, Product no longer needed, defective unit, etc...).

### After receipt of completed RMA form

Within three (3) working days after receipt of the completed RMA form, ORGA will provide Buyer with a Return Material Authorisation ("RMA") number and the location to which Buyer must return, at its cost, the defective Product.

Buyer is responsible for proper packaging of Product returned to ORGA and return of Product within twenty (20) working days after issuance of the RMA number.

Package returned Product in the following manner

- Use standard packaging procedures to ensure safe arrival of goods into our factory;
- Enclose a copy of the completed RMA in each package;
- Enclose a copy of any and all associated packing slips / invoices, when available.

Shipping preparation requires the following

- Markings: All returned goods must include our receiving address:  
ORGA BV  
Attn: ORGA Service  
Van Heekstraat 37A  
3125 BN Schiedam  
The Netherlands  
RMA number \_\_\_\_\_  
(Packages that do not include the RMA number on the outside of the box will be refused and returned to sender.)
- Do not ship freight collect. Shipments marked freight collect may be refused, resulting in the Product's return to sender;
- ORGA does not accept responsibility for any Product lost in transit and recommends that the return be insured for the full value;
- In no event will ORGA accept any returned Product that does not have a completed RMA form;
- Buyer's failure to return Product within forty (40) working days of its receipt of an RMA may result in cancellation of the RMA.

ORGA will use all reasonable efforts within fifteen (15) working days of receipt of defective Product to repair or replace such Product.

### Buyer notification

- ORGA will notify the Buyer of its acceptance of the warranty claim, or of the cost to repair the Product upon evaluation and processing of the returned material;
- When a Product outside warranty appears not to be repairable, or no defect has been found, the Buyer will be charged with an inspection fee of € 150.00. The Buyer can then decide to ask for the Product to be returned, and will be charged for the return transportation costs. If Buyer decides not to repair the Product but order a new Product this inspection fee will not be invoiced;
- No non-warranty repairs will be performed without prior Buyer approval;
- After ORGA notifies Buyer of the applicable repair charges Buyer has ten (10) Working days to respond. If there is no response from Buyer, ORGA will notify Buyer by telephone or e-mail about this non-response. Within ten (10) working days from receipt of this notification Buyer should notify ORGA to repair, return or scrap the Product. If the Buyer does not reply by the end of this ten-working day period the Product will be scrapped.

### Return Products to ORGA stock

- For standard new Products which are in their original condition and are not obsolete to ORGA, and which have been delivered by ORGA no longer than (30) days ago, the Buyer may request that ORGA buys them back, however, ORGA is not obliged to do so;
- Products can only be returned when a copy of the associated ORGA invoice(s) is presented;
- The returned Products have to be in the original package and must not be damaged;
- If ORGA accepts the return of Products to stock, all of the costs of return and risks shall be borne by the Buyer. In such a case ORGA shall credit the Buyer the net price less 30% for handling charges;
- Non-standard Products are not taken back;
- Returns due to Buyer error or fault will be subject to a restocking fee of 30%.