

## 1. Purpose

This returns guidelines governs the procedure for returning shipments (e.g. spare parts) which are sent by the customer to HELLER Services GmbH for credit or relief, in exchange or for repair.

## 2. Requirements for returns

Returns must generally be sent directly by the customer to the HELLER returns office in Nürtingen.

Return address:

**HELLER Services GmbH**  
Logistikzentrum  
RETURNS  
Max-Eyth-Straße 24  
72622 Nürtingen

Email: [Retouren@heller.biz](mailto:Retouren@heller.biz)

Returns are made "free domicile", "DAP", or "DDP".

### 2.1. Mandatory information

The following mandatory information must be enclosed with the return in the form of the duly completed return delivery note (must be enclosed with each delivery):

- \_ *Return reason (code on the return delivery note)*
- \_ *Material status (new/defective)*
- \_ *Quantity of return material per returned material item*
- \_ *Serial number (if mandatory)*
- \_ *Date:*
- \_ *Name of the returns processor at the customer's or sender's (contact person for queries)*
- \_ *Signature of the returns processor at the customer's or sender's*

## 3. Processing of returns

### 3.1. Return deliveries from customers

Return deliveries from outside the EU (third countries) must be made via forwarding agents or CEP service providers after prior notification via email: [import@heller.biz](mailto:import@heller.biz) Self-delivery by the customer / sender is not permitted for customs reasons.

## 3.2. Return deliveries for repair

Material which is returned for repair must be marked as such. For simplified and faster handling, the dispatch must be announced in advance to the responsible service office. A HELLER order number is generated which must be enclosed with the return.

## 4. Value limits for credit notes

### 4.1. Value limits for not needed items

A credit note for non-required items in their original packaging will be issued from an item value of EUR 25.00 (sales price per item).

Packaging and freight costs are excluded from credit notes.

### 4.2. Material for which no credit note can be issued (in alphabetic order):

Credit notes will not be issued for the following materials:

- \_ *Bottled substances (oil, resins, etc.)*
- \_ *Antifrogen N*
- \_ *Batteries*
- \_ *Sealing elements*
- \_ *Documentation*
- \_ *Individual parts from maintenance material sets*
- \_ *Individual parts from packaging units/opened containers*
- \_ *Hydraulic hoses, hoses (pneumatic, lubrication)*
- \_ *Cable (21. + 22. + 23.)*
- \_ *Customer material (production and procurement)*
- \_ *Machine tapes*
- \_ *Material with missing protective packaging (e.g. rotary encoder without polystyrene packaging)*
- \_ *Material with minimum shelf life date (e.g. hydraulic hoses, safety panes)*
- \_ *Metered goods*
- \_ *Retrofits (VN)*
  - \_ *Compete sets*
  - \_ *Individual parts*
- \_ *Non-storage material/ material produced specifically for the order ("VV.000000.1")*
- \_ *Safety panes*
- \_ *Software*
- \_ *Consumables (mortar/polyamide, Loctite, spray cans, etc.)*
- \_ *Wear part sets*
- \_ *Contaminated material, material in contaminated packaging*

**5. Applicable deadlines**

Non-required items without any trace of use and in their original package can only be returned within 14 calendar days after receipt of the material against credit note.

After expiry of this deadline, the items will be returned freight collect to the sender.

**6. Processing and inspection fees, leases for use****6.1. Processing fees due to inadequate accompanying documents**

If additional research is required due to missing or incomplete accompanying documents, a processing fee of EUR 75.00 will be charged.

**6.2. Inspection fees**

For material returned as “new” pursuant to the accompanying documents which however on inspection does not appear to be new/unused, a lump-sum inspection fee of EUR 150.00/item will be charged.

Inspection fees different from these:

uni-Pro components	150.00 €/item
Siemens control components and electrical motors	from 250.00 €/item
Motor spindles	800.00 €/item – will be offset with the repair, if ordered
HELLER tool spindles	650.00 € including diagnostic report
Transistor pulse inverter	Examination of an individual case – on a time basis
Material sets/SKs	Examination of an individual case – on a time basis

**6.3. Leases for the use of fixtures/templates etc.**

Leases for the use of returned fixtures and templates will be invoiced.

The standard lease rate per calendar day is 1% of the value of the goods stated in the sales price list.

For different leases for use, see order documents.