

## **RETURN & CLAIMS POLICY**

### **1. Scope and Relation to General Terms**

This Return & Claims Policy applies to all deliveries of Products by Translas B.V. ("Supplier") and must be read together with the General Terms and Conditions.

In case of any conflict, the General Terms and Conditions shall prevail.

### **2. General Principle**

Returns are not accepted by default and are only processed if:

- a valid claim has been submitted in accordance with Article 10 of the General Terms; and
- the Supplier has given prior written approval and return instructions.

### **3. Claims for Defects and Non-Conformity**

Claims regarding Products must be submitted in accordance with Article 10 of the General Terms. Claims must be submitted in writing and include:

- order reference or invoice number;
- description of the issue;
- supporting evidence, such as photos or other relevant documentation.

Visible defects must be notified within 7 Business Days after delivery.

Hidden defects must be notified within 30 days after they could reasonably have been discovered. Failure to comply with these requirements may result in loss of rights.

### **4. Return Authorization**

No Products may be returned without a Return Merchandise Authorization ("RMA") issued by the Supplier.

The Supplier will determine, at its sole discretion:

- whether the return is accepted;
- whether inspection, repair, replacement, or rejection applies.

Returns without an RMA may be refused and returned at the Customer's expense.

### **5. Conditions for Accepted Returns**

If a return is approved:

- Products must be returned in original condition and packaging, unless the return relates to a defect;
- Products must not be modified, used improperly, or partially dismantled;
- the return must take place within the timeframe specified in the RMA.

Unless expressly agreed otherwise in writing, all returns are at the Customer's cost and risk.

### **6. Warranty Handling**

Returns related to defects are handled strictly under Article 9 (Warranty) of the General Terms.

Unless otherwise required by mandatory law:

- the remedy is limited to repair or replacement at the Supplier's discretion;
- there is no automatic right to a refund;
- all warranty exclusions in the General Terms remain fully applicable.

### **7. Non-Returnable Products**

The following Products are not eligible for return unless the Supplier agrees otherwise in writing:

- custom-made or OEM-specific Products;
- consumables and wear parts;
- Products that have been altered, damaged, or improperly used;
- Products with removed, altered, or tampered identification.

### **8. Refunds and Credits**

Refunds are not standard practice in B2B transactions.

If a refund or credit is exceptionally granted, this is at the Supplier's sole discretion and may:

- be issued as a credit note instead of a cash refund;
- be subject to handling, inspection, or restocking deductions.

### **9. Transport and Risk**

Return shipments must:

- be properly packaged;
- be traceable;
- remain entirely at the Customer's risk until received by the Supplier.

The Supplier is not responsible for loss or damage during return transport.

### **10. No Suspension of Payment**

Submission of a claim or return request does not suspend payment obligations, in line with Article 10 of the General Terms.

### **11. Policy Changes**

The Supplier reserves the right to amend this policy at any time. The latest version applies to new transactions.