



## HOLZMANN MASCHINEN GmbH

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# General packing guidelines for return deliveries

In order to avoid transport damages, the right packaging is very important. Therefore we kindly ask you to pack your delivery properly, and select the packaging according to the weight and type of your product, which you would like to send back.

In order to simplify the process of incoming goods, it is important to label the return package with a RMA Code, which you receive when you register your return delivery. Please note that return deliveries without RMA Codes will not be accepted.

### Returns of packages (EU until 50 kg.):

**According to law, a package must be packed in a way, that it will stand a fall from a height of 800 mm.**

- Make sure, that you use enough padding to protect the good as best as possible.
- Please disassemble the good and bring it back to the original state.
- Label your package with the RMA Code, which you get from us.

### Returns of machines with a truck / forwarding agent (>50 kg):

**Please note, that deliveries of individual goods will be reloaded during the shipment several times.**

- Please bring the machine back to the original state, and dismantle all attached parts (fences, sliding table, drill press - column, extension tables, accessory parts,...).
- Fix the machine firmly on a pallet, that it cannot slide down.
- Pack all accessory parts in an extra package and add it to the pallet.
- Use cartons to protect the edges of the machines (e.g. tables, fences,...)
- Wrap the whole pallet with stretch foil or pack it with the original wooden box.
- Label your package with the RMA Code, which you get from us.

The consignor is in charge to package the goods properly.

In case of a transport damage, that is caused by ignoring our packing guidelines, all costs incurred as a result will be charged to the sender.

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