

## REFUND- RETURNS

### Transport regulations:

According to EU transport regulations of dangerous good,

All batteries need to be sent back in the original tray and box.

You may NOT include more batteries than originally packed in the tray or box.

On the box must be a sticker as below.



If not an extra fee for repackaging will be invoiced.

Damaged batteries are not allowed to be transported without prior notification and agreement.

( damaged batteries are: 0Volt, leakage, corrosion, disconnected wires and connectors,...)

### Refund:

NO refunds will be allowed until full agreement of the brand/ supplier/factory.

Invoices stay valid and payable. Refunds will be made afterwards when agreed from the brand/supplier/factory

A refund will be made only by de munter/microbatteryhop and for the goods themselves.

Tested goods that are returned and OK will be invoiced for the test and transport.

### Damage:

All transport is " Incoterm: EXWGent (Incoterms® 2010)" .

Damaged batteries, wires, connectors are not allowed as refund unless damage is the error of the brand/ supplier/factory.