

### Information for Requesting an RMA Number for Repairs or Returns

Repairs and return shipments must always be accompanied by an RMA (Return Merchandise Authorization) number. This RMA number must be clearly noted on the bill of lading and/or shipment. **Without an RMA number, the shipment will be refused by our incoming goods department.**

You can request your RMA number via: <https://www.deltahoist.com/helpdesk>

Please fill out the form as completely as possible, including photos and/or video material. A complete application ensures a smooth process.

#### Repair conditions:

- We will proceed with the repair if the cost is no higher than 40% of the gross recommended price.
- If the cost exceeds 40% of the gross recommended price, you will automatically receive a quotation.
- You must inform us within 48 hours of receiving the quotation whether we should proceed with the repair.
- If we do not receive a response from you within 48 hours, we will return the offered repair shipment (unrepaired) at your expense and charge research costs, with a minimum of €60.00.

#### Return conditions:

- Requests for custom-made items will not be processed.
- Return requests must be made no later than five days after receipt of delivery.
- A 15% return fee will be charged, with a minimum of €60.00.
- We will not accept the shipment if there is transport damage.
- If the order was shipped free of freight charge, we will charge the freight costs retroactively.
- You must deliver the return shipment to us freight prepaid.
- The products must be returned undamaged, unused, and in their original packaging. The packaging should be sealed with clear and transparent tape. If this is not the case, we will not accept the return.

Kind regards,