

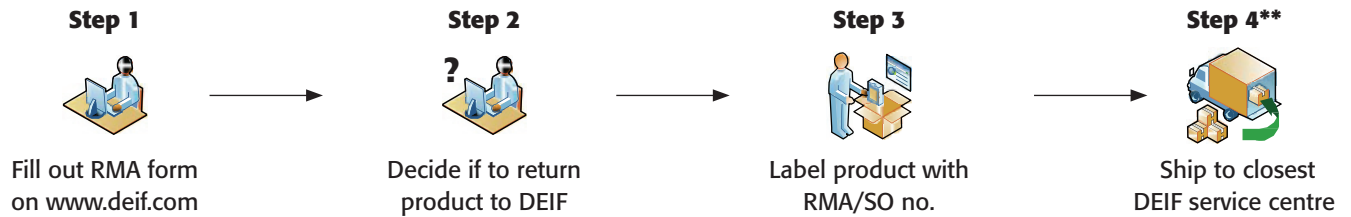
DEIF A/S Return Material Work Flow

This document contains an illustration of DEIF's workflow regarding returned material (RMA).

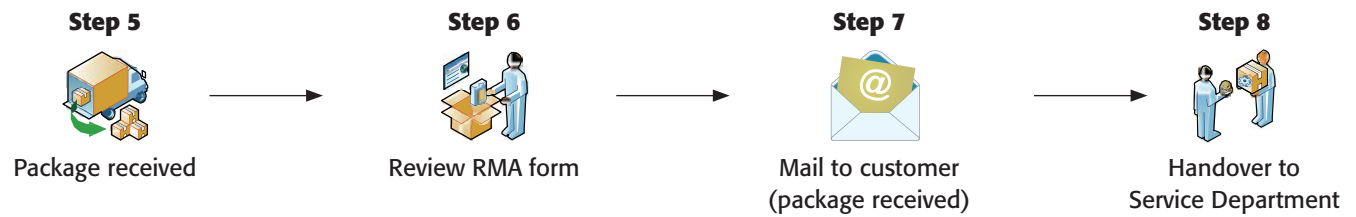
If our service team receives a package/product not including the RMA/SO number, which is related to an already filled out return material authorisation form (RMA) or service order (SO), the package will have low priority and be held in quarantine for up to 6 weeks and then returned to the sender if the required information has not been received or obtained by then.

Therefore, please remember to include the RMA/SO number information in your package!

Customer Handling



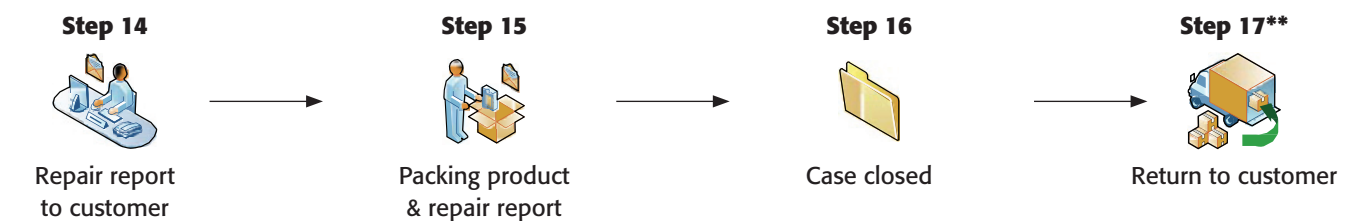
DEIF's Warehouse Department



DEIF's Service Repair Department



DEIF's Service Repair Department



* According to current repair price

** According to agreed Incoterms