



PRODUCT RETURN POLICIES

Within the limits established in this document, M.T. undertakes to evaluate the requests for return of products by customers or dealers as an integral part of its commercial proposal. These conditions apply to requests for return due to incorrect order, while in the event of defects in the product, M.T. general warranty conditions apply.

In case of incorrect order of the product, the customer has the right to request its replacement within a maximum of 30 days from the receipt. The customer must contact M.T. to request the replacement of the product, indicating in detail the reason for the request, and wait for the return authorization. Non-agreed returns will not be accepted. The return authorization does not imply its acceptance. Once the authorization has been received, the material must return to M.T. within a maximum of one week, the costs for returning the product to M.T. are at customer's charge.

At the same time as the return procedure, the customer must issue the order for the replacement product. We do not accept returns for credit without a replacement order.

Special products or products tailored to customer specifications cannot be returned.

Once received in M.T., the product will be analysed and the return will normally be accepted within a maximum time of two weeks, under the following conditions:

- The product MUST be new, intact and fully resalable: it MUST NOT have been used, nor installed in the machine, nor have been subject to a treatment / use that makes it unsuitable for future sale. In case of receipt of damaged products, the restoration costs will be charged to the customer and M.T. reserves the right not to accept the return.
- The product MUST be sent together with all the accessories included in the original supply: any missing components will be invoiced at the current list prices.

In case of acceptance of the return, M.T. will issue the relative credit note for the difference. The return of goods includes the following costs:

- 130,00 € per piece for static toolholders
- 210,00 € per piece for radial driven toolholders (straight)
- 310,00 € per piece for other driven toolholders

For everything not expressly described in this document, reference is made to the General Terms and Conditions of Sale, to the General Warranty Conditions and to the Privacy Policy of M.T. S.r.l., which can be downloaded from www.mtmarchetti.com.