

## Conditions of the Service Desk of Travion IT Distribution

Travion IT Distribution has established its own Service Desk for her customers. This department sees to a correct and as efficient as possible completion of all questions and any complaints of customers.

As this Service Desk is a department with a very substantial task package, there are some agreements with our suppliers, which Travion IT Distribution must adhere to. This document presents a summary of these agreements, so that you will have prior notice of certain procedures and the related waiting periods. Prior notice for our customers will enable us to accelerate many procedures, so that we can serve our customers much more quickly.

We advise that you carefully read these conditions!

Leadtimes or terms are only intended to be informative and are therefore not binding. It is only possible to deviate from the foregoing provisions by means of a prior, explicit written agreement between the parties, in which case the customer must give Travion written notice of default in the event of late performance. Travion shall do all that is possible to carry out the assignment within the specified term. Delay in delivery cannot give rise to a penalty, compensation or dissolution of the agreement. Late performance does not give the customer the right not to perform any obligation ensuing from the agreement or to itself perform the agreement or instruct third parties to perform the agreement, whether or not pursuant to court authorisation.

\* The performance shall be deemed completed when:

- A. Travion has effected delivery/performance and billed the customer and the customer has approved the goods.
- B. 2 working days after the delivery date, with or without the customer or receiver having inspected the goods.
- C. after (partial) use, with regard to the part taken into use, or if such part is integrally bound with the other parts, for the entirety.
- D. Travion is at all times entitled to deliver an assignment in instalments and to demand payment of each instalment.
- E. Travion is entitled to suspend the delivery as long as the customer has not approved the prior deliveries or has failed to take receipt of the prior deliveries and/or has failed to pay the financial obligations.

\* Missing goods / missing shipment

If a shipment has not been delivered to you within 3 days after the shipment has left our warehouse, you must contact our Service Desk or your personal contact as soon as possible, so that it is possible to investigate what happened to your shipment. See "wrong delivery, general" for missing deliveries.

\* Miscellaneous RMA types:

1. Incorrect delivery (item does not correspond with order)
2. Incorrect delivery (item does not correspond with the packing list)
3. Incorrect order by customer (Note: min. 10% restocking costs + EUR 15 administration costs!)
4. Cancellation (order cancelled and confirmed by seller)
5. Transport damage (report within 24 hours and signed for on the consignment note!)
6. Defective goods (claims within factory guarantee, after invoice date)

### General

In general incorrectly ordered and/or delivered goods must be complete and undamaged and must be in the original, unopened and undamaged packing, free of markings and stickers. If this is not the case the goods shall be returned.

- Product(s) must be returned within 5 days after the authorized RMA number has been sent.
- A DOA needs to be returned within 5 days to Travion BV together with a DOA form when needed.
- A copy of the RMA-form (+RMA number) and need to be returned together with the product(s).
- The product(s) needs to be packed in the original packaging WITHOUT adhesive tapes and/or be written on!
- In case of a repair, do NOT sent accessories like cables, cartridges etc back.
- When above conditions are not followed, the request will be cancelled and/or product(s) will be sent back.

### 1. Incorrect delivery (does not correspond with the order)

Delivered goods which are not in correspondence with your order must be reported within 2 working days after receipt. You will receive a RMA number from the Service Desk for the goods which are to be returned to Travion IT Distribution

### 2. Incorrect delivery (does not correspond with packing list)

If the delivered goods do not correspond with what is set out on the packing list (i.e. too little, too much or incorrect goods delivered), you must report this to the Service Desk within 2 working days after receipt of the goods. This enables us to rectify an incorrect delivery as quickly as possible and deliver the correct and/or missing goods. You will receive a RMA number for any goods to be returned to Travion IT Distribution Unfortunately it is not possible to take reports which are received by the Service Desk after this term of 2 working days into consideration.

### 3. Incorrect order (incorrect order by customer)

Report	Restocking costs
< 5 working days	10%
Between 5 and 10 working days	15%
> 10 working days	Return will no longer be taken into consideration

**EUR 15,00 will be charged next to the additionally (min. 10%)  
restocking costs for administration costs!**

- o The above conditions do not apply if goods have been specially purchased for your order!  
For so-called exotic products which are specially ordered, can not be returned. However, the Service Desk will review per case what the Service Desk can do to fulfil your request.
- o When the returned products differ from the RMA conditions, for example opened/ written on boxes, Travion can refuse the RMA or offer a higher restockingpercentage.

### 4. Cancellation

If you receive an order which you have already cancelled by fax or e-mail and the sales department confirms this, you must refuse the shipment or inform our Service Desk thereof within 2 days after receipt.

### 5a. Transport damage

Please follow the procedure set out below:

- \* In case of visible damage always refuse the shipment!
- \* Have the carrier confirm that there is transport damage and, if possible, send a digital photo of the damage by e-mail to our Service Desk.
- \* Send a fax or an e-mail directly to our Service Desk.
- \* New goods will be shipped as soon as we have taken receipt of the damaged shipment.

### 5b. Hidden transport damage

If transport damage is not visible and is only discovered after the box or pallet is opened, this must be reported to our Service Desk within 2 working days after receipt. Ensure that you immediately inspect the shipments received. If possible, in the event of hidden transport damage send a digital photo by e-mail to our Service Desk. Unfortunately we can not take claims which are presented to us after these 2 working days into consideration.

## 6. Defective goods

In case of defective articles you must enclose a test print/report and/or accurate customer description. Note: a description like: "is defective" / "does not work" is not sufficient in this respect. Moreover, some suppliers set the prerequisite of sending a status page along with the defective article.

We would like to inform you of the fact that the Service Desk shall act in accordance with the conditions and guidelines of its suppliers/vendors/manufacturers (manufacturerwarranty) for the further handling of defective goods. Defective goods which do not comply with these guidelines and conditions shall be returned without further handling. For example, with defective goods the relationship between the quantity purchased from Travion IT Distribution and the total number of defective goods can be checked (the fall-out percentage). It is not possible for goods to be credited or delivered again if they have not been purchased from Travion IT Distribution These are the conditions which our suppliers set for us.

## 7. Request a RMA number

In order to apply for a RMA number you must return the RMA application form, completed in full in accordance with the guidelines, such as set out on the form itself, together with a copy of the relevant invoice, by fax or e-mail to our Service Desk. This is the fastest option, as we always require the invoice number and the reason for the RMA application to process your application. You can find this RMA application form on our website [www.travion.nl](http://www.travion.nl) under the heading "SUPPORT".

If you have any questions, please feel free to contact us.

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