

## Returns Agreement and Conditions of Repayment

1. IGEL Technology GmbH will only accept complete, undamaged returns in the original packaging.
2. No reimbursement is possible without the original packaging.
3. The product must be returned complete and undamaged in the original packaging and with a complete set of original accessories (including manuals, CD, power cable, etc.).
4. Enclose a copy of the dealer's invoice with the product.
5. No repayment is possible without a copy invoice.
6. Incomplete or damaged returns can be reimbursed only partially or not at all.
7. Determining the amount of reimbursement is the responsibility of IGEL Technology GmbH.
8. The costs of dispatch are borne by the customer.
9. IGEL Technology GmbH reserves the right to retain an amount of the repayment for handling and/or usage.
10. Reimbursement of the purchase price will be made net. The amount reimbursed will be the purchase price shown in the copy invoice for the new product sent with the returned product.
11. IGEL Technology GmbH will reimburse exclusively this amount via the appropriate distributor or authorised dealer. Other costs will not be reimbursed and cannot be demanded of IGEL Technology GmbH.
12. IGEL Technology GmbH will reimburse exclusively this amount via the appropriate distributor or authorised dealer. Other costs will not be reimbursed and cannot be demanded of IGEL Technology GmbH.

13. Evaluation requests that are incomplete or contain incorrect/ false information cannot be processed.
14. The date of the dealer's invoice is considered the date of purchase.
15. This offer cannot be used in connection with other IGEL Technology GmbH sales promotions or special agreements offered in the same period.

IGEL Technology America, LLC; May 2011

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