

General Conditions of Return



OBJECT

These conditions have for object to define the respective rights and duties of the Customer and COPPERNIC within the framework of return produced further to a non-corresponding delivery.

NON-CONFORMING DELIVERY

• The damaged goods

If the delivered goods show signs of damage or missing, the Customer must make all the necessary reservations with the shipping company by handwriting on the shipping voucher and by taking care of contacting the COPPERNIC Customer Service within 48 hours to +33 (0)4.42.65.25.67.

According to the article L.133-3 of the French Commercial Code, these reservations must be confirmed by registered letter with acknowledgement of receipt within two working days after the reception with the shipping company, and of whom copy will be simultaneously sent to COPPERNIC at the mailing address mentioned below: COPPERNIC - Customer service - Non-conforming Delivery - 20 Rue Georges Claude - ZI Les Milles - 13290 AIX-EN-PROVENCE - France. After this deadline, the delivery will be considered in conformity. It is up to the Customer to provide all proof concerning the reality of defects found or missing items.

• Error of delivery

The Customer will have to formulate with COPPERNIC **within a maximum period of 10 working days**, any complaint of error of delivery compared to entries on the order form. The corresponding products will be shipped at Coppernic expenses from reception of products in question according to the process of return described below.

• Error of order

The Customer shall express to COPPERNIC **within a maximum period of 3 working days following reception of materials**, any request of return for exchange in case of error on its part. The cost of return will be assumed by the Customer. If the process of return described below is respected, the return will give right to the Customer in the sending of the substitute.

RETURN PROCEDURE OF NEW EQUIPEMENT

The return of the goods and their acceptance will be subject to the following rules.

a. File Opening - Get a RMA number

Anyone wishing to make a complaint for a non-conforming delivery with COPPERNIC beforehand has to make a request for a RMA (*Return Material Authorization*). To do so, the customer will have to log on via our website www.coppernic.fr, section Client Space > Non-compliant delivery **within a maximum period of 10 working days**.

It is expressly asked to the customer not to send back an equipment before having its RMA number, in order to optimize the management by COPPERNIC upon the shipment on receipt. The RMA number delivered by our customer service is **valid for 15 days** and must be clearly mentioned on the packaging return.

b. Preparation of the non-conforming material

Once the RMA number has been assigned, the Customer needs to:

- Put the products to be returned into their original packing. Products must not show track of damages, marks or scratches. It is imperative that the original carton contains no mark, writing or brown adhesive tape, no label or travel voucher.
- The original carton must be packed in another package to avoid any involuntary degradation. All the products must have returned with their user manuals, their accessories, their cables, and all different accessories delivered with the product.

c. Shipping of the non-conforming material

- Indicate clearly on the external part of the parcel the RMA number delivered.
- Print and insert into the parcel return, the RMA slip sent by our customer service.
- The customer is responsible for the packaging, for the insurance and for the transport of the equipment towards the COPPERNIC or any other destination indicated by COPPERNIC.

REFUND AND NEW ORDER

Once the Customer return approved by our services, Coppernic will provide the Customer with a credit note of the total amount of the returned merchandise. Under no circumstances should the returned goods be exchanged. To this end, the Customer will have to place a new order to our Administration of Sales.

NOTA BENE

In case of degradation or of loss of the packaging, the product or the accessories, COPPERNIC reserves the right to apply a discount during the establishment of the credit note even to refuse the return of one or several products.

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coppernic.fr

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