

MEDION RMA Process

The following process description is binding for all customers of MEDION Remarketing to ensure proper return and replacement of goods or issue of a credit note.

Procedure

1. The RMA online form must be filled out completely and submitted.
2. MEDION Remarketing will check the entered information as well as the legitimacy of the return claim. Any changes will be noted down and communicated immediately.
3. MEDION Remarketing will mark separately which products are eligible for replacement, which may be credited in full, which are subject to mark-down to current market value and which are beyond the warranty period.
4. MEDION Remarketing will send back the signed RMA form with the corresponding data and inform you about the further logistic and accounting procedures.
5. Debit notes and offsets will not be accepted by MEDION AG! Settlement will be made exclusively by credit notes based on the notice of goods actually received.

Guideline for filling out the RMA form:

There are four different reasons for returning goods:

- Quantity diversions

In case of a shortfall in the quantity delivered (proof must be submitted in accordance with the special sales conditions of MEDION Remarketing) the missing quantity will be delivered or a credit note issued for the value.

- Wrong product

The product will be replaced or the price adjusted according to the value.

- Defective product

In this case, a description of the defect must be submitted together with the returned goods. Based on the individual case, MEDION Remarketing will decide whether to make a price adjustment, replace the product in question, remedy the defect, or issue a credit note.

- Wrong product quality

In this case, a description of the fault must be submitted together with the returned goods. Based on the individual case, MEDION Remarketing will decide whether to make a price adjustment, replace the product in question, remedy the defect, or issue a credit note.

Each RMA form may list only goods returned for one of the reasons detailed above! In the case of various reasons for returns, a corresponding number of RMA forms must be completed and submitted!

Please note that returns sent in without an approved RMA form cannot be entered into the MEDION Remarketing workflow system and will therefore not be accepted.

MEDION AG