

PROCEDURE for resending goods

RETURN NOTE

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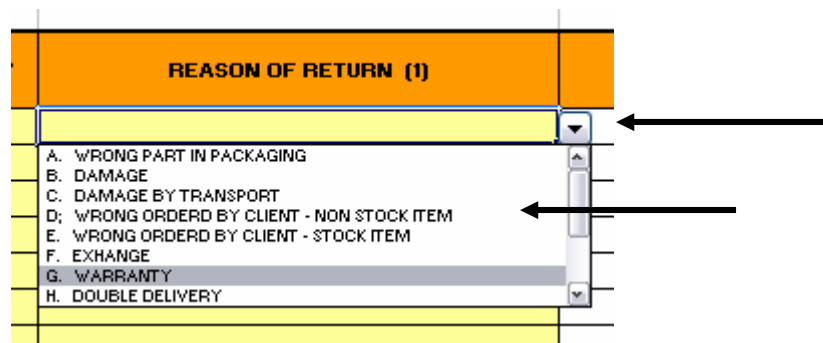
Dear customer,

Even though we deliver products of a high quality, and we always handle your ordered goods with the best care possible, it could happen, for what ever reason, that the goods need to be resented. Therefore we have created a "new" return note. This has to make sure that your returned goods can be identified, from which customer, when, why, etc... On that account we ask you to **ALWAYS** add this document with the returned goods, this will meet everyone's satisfaction. So you, as a customer and we, as supplier, can follow the returned goods and handle them much faster.

Procedure:

- Please always fill the return note as thoroughly as possible. Customer data, date of request and contact at Dyno Europe, delivery note and/or invoice number, reference, quantity and reason of return, this can be selected out of the list at the bottom. If you use the digital (Excel) version in stead of filling in manually, the reason can be selected out of the choice menu by clicking the cursor next to the field. (click on the field first)

REASON OF RETURN (1)	
A. WRONG PART IN PACKAGING	▼
B. DAMAGE	
C. DAMAGE BY TRANSPORT	
D. WRONG ORDERD BY CLIENT - NON STOCK ITEM	
E. WRONG ORDERD BY CLIENT - STOCK ITEM	
F. EXCHANGE	
G. WARRANTY	
H. DOUBLE DELIVERY	



- You can always receive pre-printed return notes or download them at our website. When you want to, the customer data can be filled in by us, so that you have a personalised document.
- Transport and freight costs will be at your charge, unless agreed differently.

Transport damage:

- Visible damage has to be written down on the transport documents and CMR and given to the driver, a copy has to be faxed to your contact at Dyno Europe.
- Invisible damage has to be reported within 5 working days, possibly accompanied with a photograph.

Guarantee:

→ !! The guarantee is only justified in case of correct use !!

- When it is a guarantee, please mention the reason, serial number and date of the purchase in the foreseen compartment.
- Guarantees, when in stock, will be sent with the next delivery.

Capacity problem:

- When tests are already executed, please also send the results, this can help us in the further investigation of the cause of the problem.

Reparation:

- Please always mention visibly what kind of reparation has to be executed.

We are convinced that this will be a big improvement for all parties. We aim for a perfect service, and this will definitely help us.

All suggestions about this are without any doubt welcome.

In the conviction to have been at your service,

The Dyno Europe team.