

Warranty Card

In addition to the legal warranty resulting from the contract of purchase and the legal product liability, BAGPAX Cargo Systems e.K. also grants a two year manufacturer's warranty covering all product characteristics as described by BAGPAX Cargo Systems e.K.. Product characteristics are set forth in public descriptions made by BAGPAX Cargo Systems e.K. as well as accompanying manuals. This warranty stipulates that during the warranty period, BAGPAX Systems Cargo e.K. is required to provide evidence that a defect in a product was caused by the customer's improper handling of the product.

Claims resulting from this warranty may be redeemed from BAGPAX Systems Cargo e.K., Gerberstraße 27, 66111 Saarbruecken, Germany. The customer has to prove the date of purchase by presenting the sales receipt from his local dealer.

Generally, customer complaints are processed by local dealers. If the customer is unable to comply with this, or if the defective item cannot be shipped by mail, or if the defective item was purchased directly from the manufacturer, claims may be redeemed directly from BAGPAX Systems Cargo e.K..

Packages containing defective items will be accepted only if the postage has been paid in full and if there is a valid RMA (Return Material Authorisation) number. Customers may request an RMA number by phone (call +49 9001 BAGBAX* [+49 9001 224729*]) or by completing the respective form provided on the BAGPAX website (<http://www.bagpax.com/reklamationen.php>). Please enclose a copy of the sales receipt in every package and a description of the defect.

BAGPAX reserves the right to either repair the item or to replace it completely. The customer must contact BAGPAX Systems Cargo e.K. individually before returning defective items by mail.

Please send all packages to the following address:

Trans-Logo-Tech GmbH
Keyword: Return BAGPAX
Industriestr. 27
D-71706 Markgrönigen
Germany

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