



Rev.	1.1
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RETURN POLICY

This return policy (hereinafter referred to as the "Return policy") shall apply to all agreements for the manufacture and supply of products as well as for the supply of technical design and installation services (hereinafter collectively referred to as the "Products") concluded between FCS System S.r.l. or one of its subsidiaries (hereinafter referred to as the "Seller" or "FCS") and the buyer (hereinafter referred to as the "Buyer" and, together with the Seller, the "Parties").

1. General information

Requests for returns are for credit, exchange or replacement only and must be received within 30 (thirty) calendar days of the invoice date. Unless defective, all Products must be returned unopened, unused and in original packaging/complete saleable condition. All returned Products are subject to inspection and approval by FCS, prior to credit, exchange or replacement. FCS inspection will be considered final. All returns will be subject to a minimum 5% restocking fee. Some Products are not returnable, including custom Products. Products not in saleable condition will be returned to the buyer at their own expense or a refurbishment fee will be assessed. Only Products originally shipped from FCS (or one of its subsidiaries) can be returned to FCS (or the relevant FCS subsidiary that originally sold the Products). By a buyer returning Products to FCS, the buyer certifies that the Products were purchased from FCS and there has been no substitution in whole or part of the same Product from another supplier, distributor or other such sources of the Product.

2. Authorization to return products

Prior written authorization is required to return Product to FCS. All returns must be accompanied by a copy of our return materials authorization form referencing a valid RMA# (Return Materials Authorization Number) provided by FCS. RMAs will expire 30 calendar days after the issue date. If Products are not received by FCS within 30 calendar days, the RMA will be voided and the corresponding return shipment will be refused by FCS. The return materials authorization form can be requested by contacting FCS local sales representative or FCS offices at the phone numbers below or via email at returns@fcssystem.com (U.S. and Canada buyers: returnsna@fcssystem.com).

3. Shipping instructions

3.1 RMA on shipping documents and outer package

When shipping authorized returns to FCS, buyer is required to place a signed copy of the RMA form inside the package being returned as well as a second signed copy of the RMA form outside the package in a protective pouch. The specific RMA number provided by FCS must also be written on the outside of the main shipping package.

3.2 Reference to original FCS delivery notes

All returns must include a clear reference to our original delivery note (DDT), as well as a detailed summary of the Product codes and exact quantities being returned. Alternatively, it is acceptable to return a copy of FCS original DDT, provided that the relevant line items and quantities are clearly highlighted.

3.3 Packaging requirements

Buyer is responsible for properly and safely packing Products being returned.

Returned Product must be organized by assembly kits, exactly as originally shipped. Any mixing, dismantling, or deviation from the original configuration will not be accepted and may result in the return being rejected or a fee being charged to the Buyer for the time and costs incurred by FCS to resolve the issue.

3.4 Shipping responsibility

Buyer is responsible for the cost of returning Product to FCS and is liable for the Product until FCS confirms receipt of Product. FCS is therefore not responsible for return shipments lost in transit or received in damaged conditions. In case of Product received damaged, FCS will inform Buyer and no credit, exchange or replacement will be provided. Also, in case of Product received damaged by FCS and not yet invoiced to Buyer (for example in case of prior Product tests or evaluation), the damaged Product will be invoiced to Buyer.

4. Policy changes

FCS reserves the right to change this Return Policy at any time, in its sole discretion, without advance notice, and reserves the right to make return policy exceptions for extenuating circumstances. The version of the Return Policy in effect at the time a return was originally requested, shall apply and be controlling for purposes of that Product return request.

5. Inquiries

For any questions or further assistance, buyer is encouraged to contact their local sales representative or FCS offices at the phone numbers below - or via email at returns@fcssystem.com (U.S. and Canada buyers: returnsna@fcssystem.com).

A copy of the present return policy is available at <https://www.fcssystem.com/en/legal>.