



## Exchange conditions

Dear customer,

As a special customer service KUKA conducts an exchange system for spare parts. With this you'll get an operative component within a considerably shorter time and at definitely reduced cost.

This service is based on the reuse of repaired components.

On return of an old part worth repairing you'll get a credit note for 33% of the exchange part's price.

The repair worthiness depends on the technical condition.

Components featuring the following are not worth repairing:

- Strong soiling
- Unauthorized interference
- Mechanical damage
- Obsolete hardware and software version

Please note that:

- KUKA exchange parts are repaired and tested original parts
- Exchange parts are not as good as new and usually show normal traces of usage
- KUKA guarantees faultless operation of the parts for a period of 6 months from delivery

Old parts returned in advance can only be credited after processing of the order for organizational reasons.

If you desire return of your defective spare part, we charge a processing fee of 150 € per spare part.

Unfortunately, we cannot accept any packages with postage not prepaid. Thank you very

much for your kind assistance.

With kind regards

KUKA Industries GmbH & Co. KG

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