

General Information

The return conditions are an integral part of the general terms and conditions eMobility and valid as of July 2025. They can be adapted at any time in accordance with changed market conditions.

Please comply with the following conditions in order to warrant a smooth, timely, and transparent processing of the return of material for both parties. Returns can only be processed, if you have notified us of the return in advance and if it has been checked and approved by us. Therefore, please contact your representative, so that they can provide you with a return authorization number. Unannounced material returns or material that arrives at our facility without a return authorization number cannot be allocated and therefore cannot be processed. These shipments are returned to the sender freight collect.

Returnable Merchandise

We generally only accept returned material that meets the following requirements:

- Unused, in its original packaging, undamaged, and marketable
- Satisfy current production, normative and legal status
- The material consists of current stock articles and is listed in our current catalogue
- It was shipped less than 6 months ago.
- The net value of the merchandise is not less than € 150.00.

We do not accept returns for:

- Custom-made merchandise and material made to customer order
- Sales Promotions
- Products that are not listed in our current catalogue

The material and packaging are checked by the Incoming Goods Inspection Department of MENNEKES Elektrotechnik GmbH & Co. KG.

Return Address

MENNEKES Elektrotechnik GmbH & Co. KG Retourenbearbeitung
Business Unit eMobility
(Return-No.)
Siegener Strasse 3-5
57399 KIRCHHUNDEM
GERMANY

Large Returns

Please summarise equal part numbers and send them to us. If you are returning more than one pallet of material, please coordinate a delivery date in advance.

Shipping and Packaging Regulations

Returned material should always be shipped „delivery duty paid (DDP)“. Our return authorization is valid for weeks (plus ship time/the shipping date applies). Please contact us again, if return the merchandise after such date.

The return authorization number must be marked on the merchandise in a clearly visible manner.

- Please issue a delivery note for incoming goods inspection
- Exchangeable euro pallets (stretched or strapped) Weight: up to 1,000 kg
- Dimensions: 800x1,200x1,000 mm (W x L x H)
- INKA pallets
- Type F LF (or less) – dimensions: 800x1,200 (W x L) /Weight: up to 900 kg
- Packaging material: PE bag or cartons
- Filling material: Only packing paper or packing papersets (e.g. pad back)

Credits

Credits are generally generated in accordance with the invoiced price and any applicable discount or other concessions. Any shipping, customs, or other costs are either debited subsequently or subtracted from the credit amount.

The value of the credit is limited to 80% of the merchandise net value at the most.

If repackaging will be necessary, the credit value will be reduced to a maximum of 70%. If additional functional tests, software updates, or similar are required, or if it is an unannounced return or an unspecified return number, the credit value may be further reduced. We therefore reserve the right to charge an increased processing fee, to be agreed with you if necessary, depending on the condition of the return.

Printing errors, amendments, errors excepted. Status of July 2025

MENNEKES
Elektrotechnik GmbH & Co. KG

Aloys-Mennekes-Str. 1
57399 Kirchhundem/Germany

Phone +49 2723 41-1
Fax +49 2723 41-2 14

info@MENNEKES.de
www.MENNEKES.org