

Onni-Tec Item number	Product name	Quantity	Error code	Remark

Information about Returns / Complaints

We aim to treat your return fast, uncomplicated and to your satisfaction. Therefore please take note of the following information and explanations. Thank you!

What can be claimed?

- Items that were faulty on delivery.
- incorrectly delivered items (please contact us right away).
- Items ordered by mistake (in original packaging and with prior consultation).
- Items that have been returned to you by your customers as "defect" and as defect you can confirm.

What errors can possibly occur?

- The item does not fit into the intended device.
- The item is not supported or not recognized by the device.
- The item does not comply with the given specifications (capacity / voltage / output).
- The item carries no voltage.
- The item cannot be charged.
- The item is visibly damaged. **Damaged or bloated batteries**, batteries that leak fluid or whose transport pose a risk for other reasons, **must not be dispatched** due to legal requirements of ADR*. In this case please inform us by phone or email.

When should complaints be made?

- We ask you to voice your complaints as early as possible.

How should returns be made?

- Please send the defective items in a package to us (max. 20kg / not freight forward).
- Within the parcel the items should be **sorted, bundled up or be in separate packaging**.
- Batteries with exposed contacts **must be wrapped** or its **contacts must be covered**. Further details are stated in the ADR*.
- Enclose a **description as accurate as possible** for every item. You can use our return note for that.
- If possible, **add our item number**.
- We don't allocate a transaction number for your return. If you don't allocate one, the date of the process of your return will be used as transaction number.

What is excluded from complaints?

- Items that were not purchased from Onni-Tec.
- Items that are damaged by gross negligence or by inappropriate utilization.
- Items with modified specifications that don't match the default specifications of Onni-Tec (e.g. change or obliteration of capacity data or the manufacturers name)
- Any change of the original product results in the loss of guarantee and warranty and any other legal claims. If you are seeking for a product with your own brand, please contact us. We are happy to help you!

What happens after the processing of the return?

- You will receive a credit note for defect goods. It will either be settled with your next order or be transferred to your bank account. The shipping cost of your return will not be refunded.
- Items with no detectable error or items that are excluded from complaints for another reason will be sent back to you.
- Defective items that were purchased more than one year ago, will be disposed of by us. You'll find an according reference on your credit note.
- Due to logistic reasons a replacement of defective items is not possible.

Technical advice

Rechargeable batteries are consumable goods. They underly a shortened guarantee time of six months from the date of purchase. Capacity and performance heavily depend on utilization. Frequent charging and discharging and varying ambient temperatures shorten the lifetime of a battery significantly.

If the reclaimed battery is older than 6 months, and the defect relates to its capacity, it will be disposed of by us.

We continuously verify the technical data and specifications of our products.

Other information:

Please contact us if you ordered a wrong item or an item by accident. We'll find an uncomplicated solution.

*ADR: = Accord européen relatif au transport international des marchandises Dangereuses par Route, english: European Agreement concerning the International Carriage of Dangerous Goods by Road



Example for a bloated battery

Please note that according to ADR bloated batteries must not be shipped.
For such a case, please contact us.