

## RETURN POLICY

### Return conditions

No goods may be returned by the Customer without the prior explicit written consent of MBT CLIMATE BENELUX NV.

The Customer may return undamaged items in unopened packaging provided that the following conditions are met and subject to the explicit prior written approval of MBT CLIMATE BENELUX NV:

- Radiators

The radiator type must still belong to the current product range of MBT CLIMATE BENELUX NV. The radiator may not be older than 6 months. Radiators originating from countries outside the BENELUX will not be accepted for return unless explicitly requested by the quality department of MBT CLIMATE BENELUX NV. Stock radiators in standard Traffic White (RAL9016), standard Fine Texture White (S600) or M301 will be accepted at 60% of the net invoice amount (i.e. 40% cancellation costs). In addition, a transport fee of €50 will be charged. Stock radiators in any other colour will be accepted at 40% of the net invoice amount (i.e. 60% cancellation costs). In addition, a transport fee of €50 will be charged. Non-stock radiators will NOT be accepted for return. Cancellation or crediting is therefore no longer possible. All radiator accessories and fittings will NOT be accepted for return.

- Ventilation / Underfloor heating components

Ventilation units will be accepted at 60% of the net invoice amount (i.e. 40% cancellation costs). In addition, a transport fee of €50 will be charged. The ventilation unit must still belong to the current product range of MBT CLIMATE BENELUX NV and may not be older than 6 months. Customer-specific ventilation units will NOT be accepted for return. Cancellation or crediting is therefore no longer possible. All other ventilation and underfloor heating products will NOT be accepted for return.

### Receipt and registration of a written complaint and/or return request

A standard form is available for submitting a return request. MBT CLIMATE BENELUX NV only processes return requests submitted using this standard form. This document can be requested at any time from an internal sales representative of MBT CLIMATE BENELUX NV. The following information must be completed on the standard form:

- \* Wholesaler contact details
- \* Installer contact details
- \* Consumer contact details
- \* Original order or invoice number
- \* Product description including type, dimensions, colour and connection
- \* Clear description of the problem (complaints only)
- \* JPG photos including date taken, specifically detailed photos of visible damage and overview photos of the complete radiator/unit when installed.

### Informing the Customer

After internal assessment of the return request, the Customer will be informed whether or not the return request has been approved.

After registration of the return request in the internal system:

- the Customer will be informed in writing regarding replacement or repair of the defective goods;
- the return conditions will once again be communicated to the Customer (in accordance with the price list).

### Administrative follow-up of the return order (including returns following replacement/repair at MBT CLIMATE BENELUX NV)

After administrative registration of the return in the internal system of MBT CLIMATE BENELUX NV, a digital return note will be sent to the Customer. This return note is necessary for identification of the goods. Without this return note, NO goods will be accepted for return and the right to credit will also lapse.

### Logistic follow-up of the return order (including returns following replacement/repair at MBT CLIMATE BENELUX NV)

MBT CLIMATE BENELUX NV and the Customer, all goods approved for return by MBT CLIMATE BENELUX NV will be collected by MBT CLIMATE BENELUX NV or a third party appointed by it. The Customer shall inform MBT CLIMATE BENELUX NV of the moment at which the goods can be collected, provided that the returned goods must be back in the possession of MBT CLIMATE BENELUX NV within 3 months after receipt of the return note. If the period of 3 months has expired without the goods being returned to MBT CLIMATE BENELUX NV due to fault or negligence of the Customer, the Customer will receive a "return cancellation" letter. This implies that the return request will be closed and any possible right to a credit note will lapse.

### Administrative settlement of the return order

If the return is received in accordance with the regulations and correctly assessed internally, the relevant item will either be repaired and delivered OR credited. If the return is deemed unjustified, the Customer will receive a letter explaining the reason for refusal and no credit note will be issued.