

Returns and Refund Policy for Axetris AG Web Sales

This Returns and Refund Policy applies to purchases made through all Axetris AG web sales channels. It supplements the **General Terms and Conditions Axetris AG** document, which apply to all sales and deliveries by Axetris AG, unless otherwise agreed in writing.

1. Order Cancellations

All orders placed through Axetris AG web sales are firm and non-cancellable.

Once an order has been submitted and accepted by Axetris AG, the customer may not cancel, annul, or alter the order, except where Axetris AG expressly agrees otherwise in writing.

2. Returns

Returns are accepted only in accordance with the applicable warranty terms.

Axetris AG does not accept returns for convenience, incorrect ordering, changed requirements, over-ordering, or any reason unrelated to a valid warranty claim.

Customers must inspect the delivered products promptly upon receipt. If the goods are unsatisfactory, Axetris AG must be notified in writing within 14 days after the goods arrive at the delivery address. If timely notice is not provided, the goods are deemed accepted as being in good condition and in accordance with the contract.

3. Warranty-Based Returns

Axetris AG warrants that products are free from defects in material and workmanship for the original customer for a period of one year from the original purchase date, unless Axetris AG states a shorter expiration date, in which case that shorter expiration date applies. Warranty coverage requires adequate written proof of the original purchase date.

During the applicable warranty period, if a product exhibits a defect in materials or workmanship, the customer may return the complete product for warranty evaluation and repair, subject to the conditions of the Axetris AG General Terms and Conditions. Products must be returned DDP place of destination to Axetris AG or an authorized service center.

4. Warranty Exclusions

Returns will not be accepted under warranty where the warranty is void. This includes, without limitation, cases where defects or damage result from:

- repairs or alterations made or attempted by unauthorized parties
- improper use
- improper product integration
- improper maintenance
- attempted disassembly
- disassembly of the product.

5. Refunds

Refunds are not provided for cancelled orders, convenience returns, or non-warranty returns.

Where a valid warranty claim is confirmed, Axetris AG's liability is limited to warranty repair in accordance with the applicable warranty terms. No refund, credit, replacement, or other action is available unless expressly approved by Axetris AG in writing or required by applicable mandatory law.

6. Return Authorization

Before returning any product, the customer must contact Axetris AG and obtain return instructions. Products returned without prior authorization or outside the warranty terms may be rejected and returned to the customer at the customer's cost.

7. Shipping, Duties, and Charges

For warranty returns, the complete product must be returned DDP place of destination to Axetris AG or an authorized service center, meaning the customer is responsible for delivery, duties, taxes, customs clearance, and related charges unless otherwise agreed in writing.

8. Limitation of Liability

Axetris AG's liability is limited in accordance with the General Terms and Conditions. In particular, Axetris AG's liability shall not exceed the price paid by the customer for the product concerned, and Axetris AG is not liable for special, consequential, incidental, or indirect damages or lost profits, except in cases of willful intent or gross negligence.

9. Governing Terms

This policy is subject to the Axetris AG General Terms and Conditions. In the event of any inconsistency between this policy and the General Terms and Conditions, the General Terms and Conditions shall prevail unless Axetris AG expressly agrees otherwise in writing.

The General Terms and Conditions are governed by Swiss law, excluding the UN Convention on Contracts for the International Sale of Goods, with exclusive jurisdiction at the competent court for Kaegiswil, Switzerland.