



Spare Parts Returns and Order Cancellation Policy

Version 1.4



Purpose of This Policy

Our policy is to support the customer by taking back products and canceling orders, if requested, while also considering the interests of Marel.

Scope

The policy described in this document applies to all Marel Customer Centers, Distribution Centers, and Product Divisions.

The scope of this policy encompasses the following categories of returns:

- Unused components eligible for No-Fault Return.
- Customer claims for items incorrectly delivered by Marel Service or damaged during packaging or transportation.
- Warranty claims.

Products Eligible for a No-Fault Return

To be eligible for return, the following conditions must be met:

- The part must have been purchased within the last 12 months.
- The spare parts sales price must exceed USD 25 / EUR 25, and the total amount per return order USD 50 / EUR 50, due to the high handling costs.
- The parts must be unused, clean, and in their original undamaged packaging.
- For Electro-Static Sensitive Discharge (ESD) parts, like electronic boards or electronic components, only unopened packaging with unbroken seals will be accepted.
- Only unopened packages of fasteners material like O-rings and multi-unit packages will be accepted.
- The original packaging must be shipped securely in a master carton with the return label attached. Avoid damage to the original packaging during transport. Please do not use the package of the part itself as a return pack, and do not apply any stickers, adhesive tape, labels, or sealing directly to it.
- Rubber parts will not be accepted due to quality standards and the risk of contamination.
- Dangerous goods will not be accepted for return.
- The part number and original order number should be attached to the Return Order.
- Parts must be received at the Distribution Center (DC) within 2 months after receipt of the RMA (Return Merchandise Authorization) number.

Other Products Eligible for Return

- All Items requested by Marel as part of an ongoing warranty claim process. Return fees are not applicable.
- All Items incorrectly delivered by Marel or damaged during packaging or transportation and requested by Marel. Return fees are not applicable.

Process for Return

1. The customer contacts the regional Marel Customer Center (CC) to request a return.
2. The CC checks eligibility for return. If not eligible, the CC will communicate this to the customer.
3. The CC creates a Return Order including the item number(s), lot number(s), customer, order number it has been dispatched on, and the reason for the return.
4. The CC will inform the customer where to return the goods and how to mark the goods (return reference, address, etc.). The Customer Center will also inform the customer to return goods Delivered Duty Paid (DDP) / Delivered at Place (DAP) to the DC.
5. The DC will receive the returned items, inspect them, and inform the CC about the status.

6. The CC will inform the customer about the inspection results and the potential return fees.
7. If the return is accepted, the CC will credit the customer and apply the corresponding fees when applicable.
8. If the return is not accepted or is partially accepted, the CC will update the credit note accordingly and coordinate with the customer on next steps.
9. If the returned items are not received into the DC within 2 months from the date the CC issued the return reference, the return will be canceled.

Return Fees

All return orders, except warranty claims and customer claims, will be charged a return fee of USD 50 / EUR 50, plus a line fee based on the item's stock classification in the DC as detailed below:

- Marel will base the refund value of the returned item on the Transfer Price at the time of the order.
- The return fee is USD 10 / EUR 10 (depending on billing currency) per order line.
- This fee applies to all orders returned within 12 months of dispatch date.
- If the DC rejects the return after inspection, the customer must respond within two weeks from the date they are informed. If the customer wants the goods shipped back, they need to inform the CC; otherwise, Marel will scrap the goods.

Order Cancellations

For stock Items, Marel will charge a cancellation fee if the request is made after the order delivery is created. The cancellation fee is equal to the customer return fee (see above).

For non-stocked Items, the cancellation needs to be approved by the DC, and Marel reserves the right to charge for any costs incurred in the DC, even if the order has not been delivered yet. Marel will not charge more than the costs incurred.

Order Changes

Changes on orders that reduce the quantity of items will be charged the same fees as described in the order cancellations.

Orders on Hold

Orders that are on hold (e.g., due to financial block or pending last payment) will be canceled as per the order cancellation procedure above if still on hold 30 days after the final allocation date.

Orders Booked per Free Carrier (FCA) Terms

Marel will notify customers when orders are ready for dispatch. If the customer doesn't pick up the goods within two weeks, Marel reserves the right to restock or move the goods to an external warehouse or ship them to the customer with the Marel nominated forwarder, all at the expense and risk of the customer.

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