RMA PROCEDURE

In case our products do not meet your expectations, we want to resolve this as quickly as possible. To be able to serve you promptly, it is important that we receive the correct information as listed below.

1. Do you have enough good products in-house to continue with your production?
   Yes / No / Not-applicable.

2. Cause of the claim:
   - ☐ Received wrong product.
   - ☐ Product arrived damaged.
   - ☐ Product doesn't work properly.
   - ☐ Product doesn't meet the requested dimensions.
   - ☐ _____

3. Product name _____

4. Machine, Brand and Type _____

5. Photo of the label on the box for traceability.

Example label

6. Photos or a video of the problem will help us to properly assess the problem and to provide you with the right advice quickly.

7. How many products are involved ? _____

When you have the above information complete, you can contact your distributor, who will take action to resolve the problem for you as quickly as possible:

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1023 W. 55th Street
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Countryside, IL 60525
T: +1 708-883-7240
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Agriculture - Produce
NNZ Inc.
805 Marathon Parkway
Suite 170
Lawrenceville, GA 30046
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F: +1 770 682 7340
E: nnz@clippsamerica.com

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For all transactions we refer to our standard terms and conditions according Orgalime S2012.