B2B Return Policy



Information on the return of used devices



The crossed-out waste bin symbol indicates that this electrical or electronic equipment must not be disposed of with household waste at the end of its service life, but must be disposed of separately by the end user.

In accordance with EU Directive 2002/96/EC of the European Parliament and of the EU Council on Waste Electrical and Electronic Equipment (WEEE) and the new version of the EU Directive 2012/19/EU, it is mandatory to collect waste electrical and electronic equipment, treat it in accordance with regulations, dispose of it and finance its disposal.

Electrical and electronic appliances that have reached the end of their useful life are referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and take-back systems.

According to the German Electrical and Electronic Equipment Act (§7a ElektroG), every manufacturer is obliged to provide a reasonable method for returning waste equipment.

Help us to dispose of old electrical appliances in an environmentally friendly way. Valuable raw materials can be recovered through professional, environmentally friendly recycling. This protects our environment and our remaining resources.

We offer you the option of returning your waste equipment to us. Furthermore, marco Systemanalyse und Entwicklung GmbH offers a Repair To New procedure, with which you can purchase a new replacement device in exchange for your waste equipment at a reduced price.

The return shipment is at the sender's expense. The sender does not incur any costs for the disposal of waste equipment.

Please contact us for further assistance with returns.

Manufacturer address:

marco Systemanalyse und Entwicklung GmbH Customer complaint department Hans-Böckler-Str. 2 85221 Dachau Germany

Please note:

- Batteries or accumulators that are not permanently integrated into the electrical or electronic device must be removed and disposed of separately before disposal.
- The deletion of personal data on waste equipment must, where applicable, be carried out by the end users themselves prior to disposal.