

RETURN AND CANCELLATION CONDITIONS

Returns

A return of the goods can only take place under the following conditions:

- The purchased goods are new goods in their original packaging
- The goods are part of the currently valid range of articles
- The net value of the goods is at least 80,00 €
- The return costs amount to 20% of the invoice amount on all products below 800,00 € net value of goods
- The return costs amount to 30% of the invoice amount on all products above 800,00 € net value of goods
- In case of damaged returned goods, the additional expenses for the repair will be charged.



Exclusion of return:

- Used products (damaged cardboard box or device was in use)
- Stock clearing actions- Custom-made products of any kind as well as customer-specific designs
- Spare parts such as ball bearings, mechanical seals or spare parts KIT whose protective packaging has been opened
- Electronic components that are no longer included in the current delivery program.

Cancellations

Cancellations are possible under the following condition:

- Standard items from current product range and no customer-specific product
- Customer-specific items as well as purchase items can only be canceled against appropriate reimbursement of expenses
- The processing fee for canceled orders is € 75.00 and will be invoiced additionally.

