

BEHNCKE® informs about...

Deliveries

Only as per our Sales Terms 12/2018 included at the end of our price list. Deliveries are ex works and at the buyer's expense and risk.

For all parcel shipments up to 30kg throughout Europe we will charge a flat fee of €25.00 per parcel. Parcels requiring special handling (canisters and/or extra-large sizes) are charged separately.

The minimum order value must exceed a net order value of €50.00; otherwise, we will need to charge a minimum quantity surcharge of €10.00.

Immediately report any transport damage and also document it on the delivery notes.

Returns

You can only return goods after filing a complaint.

We can only accept and, if necessary, credit goods that arrive in unblemished condition and with an undamaged BEHNCKE seal.

The returns form you need to include with a return can be found under the QR code on the right.

We reserve the right to charge you a return fee of between €40.00 or up to 10% of the product value for credit notes.

notification



Returns

Complaints

You can always return goods after filing a complaint. The complaints form you need to include with a complaint can be found under the QR code on the right.

If we cannot find a fault when checking your complained goods and/or if you fail to agree to paying for a repair for repairs

after receiving a cost estimate, we will charge you €58.00 Net as compensation for working on your case.



Registration



Repair registration
Maytronics

General information

We reserve the right to technical changes to the products shown in this price list. If we can foresee that the planned average price level for raw materials such as nickel, copper, etc., cannot be maintained, we reserve the right to adjust our prices even during the course of 2019.

Previous price lists cease to be valid when this price list is issued.