

BEHNCKE® informs you about ...

Deliveries

Only on our terms of sale 12/2018, which are listed at the end of the price list. Deliveries are ex works, at the buyer's expense and risk.

Parcel deliveries up to 30 kg within Germany are invoiced at the standard flat rate for shipping valid for that day. Parcels that require special handling (such as canisters, oversize parcels or with different delivery addresses) are invoiced separately.

For orders starting from €2,000 net value of goods we deliver inland (mainland) carriage paid by a means of transport of our choice. This does not include igloo stones, pool edge stones, overflow gutters, filter media, pipes, overflow collection containers, Munich filter containers and public filter containers. The minimum order value must exceed a net order of €50.00, otherwise a minimum quantity surcharge of €10.00 must be charged.

Transport damage must be reported immediately and documented on the shipping documents.

Returns

Returns can only be sent back after prior notification.

Goods can only be accepted in perfect condition and with an undamaged BEHNCKE seal and credited, if applicable.

The returns form, which must be enclosed with every return, can be found under the QR code on the right.

We reserve the right to charge you a flat-rate return fee (in the case of missing documentation, freight costs incurred or collection of goods) of 10% of the goods value at the most when crediting you. The prices do not include statutory VAT.

[▶ Download returns](#)



Returns

Complaints

Complaints can only be sent back after prior notification.

The complaints form, which must be enclosed with every complaint, can be found under the QR code on the right.

If we are not able to determine a defect when inspecting the goods under complaint or if you do not agree to repair with costs after receipt of the offer, we will charge you with expenses in the amount of €58.31 including VAT for processing the complaint.

An estimate for the Maytronics floor cleaner will be invoiced at €69.02 including VAT. If repairs are carried out, this amount will not be charged.

[▶ Download repair registration](#)

[▶ Download repair registration Maytronics](#)



Registration



Repair registration
Maytronics

General

We reserve the right to make technical changes to the products shown in this price list. If it is foreseeable that the planned average price level for raw materials such as nickel, copper, etc. cannot be achieved, we reserve the right to adjust prices, during the year too.

All previous price lists lose their validity with the publication of this price list.

All prices in € plus statutory VAT.