

## DELIVERIES

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

Parcels up to 30 kg are charged with a flat fee, which is depending on the country zone (1 – 3) Parcel Shipments outside of the European Union or packages that require special handling (Filters or any oversize), will be billed upon actual effort. The minimum order value must have a net order value of € 50.00 otherwise a minimum quantity surcharge of € 15.00 must be imposed.

Zone 1 = € 18 (Austria)

Zone 2 = € 25 (Belgium, Netherlands, Luxembourg, Sweden, Denmark, Poland, France, Italy, Czech Republic, Slovenia, Croatia, Slovakia, Finland)

Zone 3 = € 29 (Greece, Portugal, Ireland, Spain, Bulgaria, Estonia, Latvia, Lithuania, Romania, Hungary)

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

## RETURNS

Returns can only be sent back after prior registration. Goods can only be taken back in perfect condition and with an undamaged BEHNCKE seal to make if applicable a credit note.

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

We reserve the right to charge a return fee of at least € 40.00, or a maximum of 10 % of the value of the goods on your credit note.



Returns

## COMPLAINTS

Products can generally be sent back after prior registration. You will find the complaint form, which must be enclosed with every claim under the QR code on the right side.

Assumed that we cannot find any failure when checking the goods or if the customer does not agree that the product needs a repair after having received in our company, we will charge an expense allowance of € 63.07 including VAT for the work that has been carried out.

A cost estimate for Maytronics floor cleaners will be charged at € 74.97 incl. VAT. This amount will not be charged if the repair is carried out.



Registration



Repair registration  
Maytronics

## GENERAL INFORMATION

We reserve the right to make technical changes to the products shown in this price list.

If it can be foreseen that the planned average cost level for raw materials such as stainless steel, nickel, copper, etc. cannot be achieved, we reserve the right to adjust the price, even during the year or prices from our suppliers.