



Terms and Conditions of Withdrawal

Procedure and conditions for return deliveries

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A legal right to the return of defect-free products does not exist in principle. The directives regulate the withdrawal of products which are not covered by the product warranty.

A withdrawal is always an individual decision; a general validity cannot be derived from it.

Irrespective of the duration of use and their condition, articles put into service are not covered by this directive and cannot be withdrawn. Also, customised and special products as well as variants from our catalogue articles are generally excluded from return.

I. Conditions for withdrawals of articles

A return of defect-free articles as a gesture of goodwill is considered under the following conditions:

- (1) The article is not damaged and is originally packed
- (2) The article is listed in our catalogue and must correspond to the current state of technology
- (3) The date of delivery is a maximum of 60 days ago
- (4) The fully completed return shipping form is enclosed with the goods

II. Reimbursement and processing expenses

In principle, there will be no refund of the purchase price or shares of the purchase price. Refunds are always made as credit notes and will be credited to new orders.

For processing, inspection and re-storage, 20% but at least 85.- Euro will be charged resp. will be deducted from the credit note.

III. Processing of complaints

If articles are returned as a complaint, and no defect can be detected, we reserve the right to charge the customer proportionate inspection and administration costs of up to 85.- Euro per article. Returned articles are at the expense of the customer.

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