

WAREMA group's conditions for returns

As of: April 1st, 2024



I. Requirements

1. The "returns" service is available to all customers with an active customer status.
2. Goods that were delivered (according to date on delivery note) no more than 6 months ago or goods that are reshipped within the warranty period due to a defect are eligible for return.
3. Other goods that are eligible for return include those that are reconsigned for the purpose of repair or maintenance.
4. The product must have been registered for return delivery and approved for receipt by WAREMA before being returned.

II. Registering a return delivery

1. The return delivery is registered by the customer entering the commission number, delivery note number or invoice number on myWAREMA, or alternatively by sending a message to the WAREMA contact person or a customer centre.
2. Once the registration is complete, a confirmation of receipt is sent via e-mail. This e-mail contains the information as to whether the product registered for return delivery has to be sent back to WAREMA. If no reconsignment to WAREMA is necessary, the commercial handling of the process will immediately continue.
3. If the product is approved for return, a return note is attached to the e-mail.

III. Reconsignment

1. The reconsignment must be packaged properly ready for transport and the WAREMA return delivery note must be enclosed in the delivery.
2. The product is collected at no cost using a parcel service or through pick-up by a WAREMA truck, as chosen by WAREMA. The confirmation of receipt that is sent contains all the information about the chosen mode of transport and the expected date of collection.
3. Damage or added expenses that are incurred as a result of an improperly packaged reconsignment can be invoiced by WAREMA.
4. Once the reconsignment has been received and examined, the commercial handling of the process continues (e.g. a credit note on the WAREMA customer account).

IV. Exclusion of reconsignment

1. Goods return deliveries without a WAREMA return delivery note will not be collected by our truck drivers and the parcel service.
2. Collection boxes with components from various different commissions will not be taken back. Each component must be registered and approved for return delivery separately.

V. Credit note

1. The return delivery of the goods is reimbursed with a credit note and settled on the customer account.
2. The credit amount can be paid out on request.
3. New control parts in the original packaging are reimbursed minus a handling fee of 15% of the product value. This fee serves the compensation for expenses incl. for processing, quality control, re-storage, etc.

VI. Reconsignments excluded from credit

1. Products that do not fulfil the requirements stated in section I.
2. Individual components from a full unit (e.g. fixing material, plug-in connectors) or from a set (e.g. repair set) that are not individually priced.
3. Individual components that are necessary for safe installation according to the installation instructions (e.g. brackets) and were supplied together with a unit.
4. This disclaimer excludes components that were verifiably ordered as individual components by way of a delivery of accessories. Return deliveries, which contain parts that WAREMA replaces as part of a warranty or as a gesture of goodwill and which must be returned to WAREMA for this reason are excluded from any credit.