

RETURN POLICY

OBLIGATIONS WHEN RECEIVING GOODS:

At the time of receiving, the goods must be checked by the receiver/customer before acceptance. (Please refer to Section 377 of the German Commercial Code.)

For goods which are damaged at the time of delivery, a complaint shall be logged directly with the freight forwarder or the goods must be photo documented immediately after receipt.

For further processing of the complaint, please always contact Hauff-Technik GmbH & Co. KG.*

REQUIREMENTS FOR RETURN OF GOODS:

Goods have to be in good order and condition.

Return is accepted within a maximum period of 6 months after the date of invoice.

Return of goods accepted in the same lot sizes (Piece, Packing Unit) as sold.

RETURNS:

Returned goods must be delivered free of charge to Hauff-Technik GmbH & Co. KG along with the Return-delivery note* provided.

Hauff-Technik GmbH & Co. KG has always to be informed about the return of goods. After receipt of the written confirmation and the Return-delivery note created by Hauff-Technik, the goods shall arrive latest within 2 weeks at our warehouse.

Customised products are non-returnable and cannot be exchanged.

RETURN CHARGES:

Reimbursement for the returned goods is made after deductions for handling charges, for examination, for packaging and re-storage and for any reduction in value due to time factors.

Return charges of 30% of invoiced price apply for standard products.

NO RETURN POSSIBLE FOR:

Customised products/special lengths

Standard press seals HSD/HSD SSG in KTW/NBR/silicone/A4 (AISI 316L)

Customised modular seal in EPDM or NBR

Sealing set WRD for corrugated cable ducts

Tailor-made press seal HRD/HRD PV/HRD SGi

Wall inserts/slanted wall inserts

Universal sleeves UFR/ cement-coated pipes ZVR/ renovation sleeves SFR/ fibre cement sleeves FZR/ foundation pipes HFR

Flange sleeves FA, FAG, FLFA, FLFE, 2FLFA, 2FLFE, FUM

Hateflex hoses/corrugated pipes

Articles with an expiration date

Gas and water valves

Sealing Bags

*You will receive a Hauff return-delivery note by email after your claim/return request has been registered by us.

Contact International Inside Sales: Phone +49 7322 1333-520

Email: ht.claim@hauff-technik.de

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UNFORTUNATELY, WE ARE NOT ABLE TO ACCEPT RETURNS SUCH AS THESE:



WE ARE HAPPY TO ACCEPT RETURNS SUCH AS THESE:



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