

RETURN POLICY

OBLIGATIONS WHEN RECEIVING GOODS:

At the time of receiving, the goods must be checked by the receiver/customer before acceptance.

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 Inside Sales: Phone +41 62 206 00 70

Email: htch.anfrage@hauff-technik.ch, htch.bestellungen@hauff-technik.ch

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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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