

Service/Support Procedure

Euro HÜBNER benelux b.v. has its own service department. This department can help you with all your technical questions, but will also assist you when a product you bought with us does not meet your requirements.

When a product has a defect or when a received product does not match the quality requirements applicable, is wrong delivered or ordered, you can report this to our service department.

We are constantly looking for ways to improve and optimize our customer service. An important aspect of this service consists of receiving and processing repairs, returned goods and warranty claims.

The product then can be returned through our RMA (Return Merchandise Authorization) procedure. We have established a procedure to handle these RMA requests.

To answer your question correctly, quickly and as efficient as possible, we kindly ask you to follow the procedure below:

RMA

Important: to handle a Repair or Return order as smoothly and efficiently as possible we have initiated a RMA procedure. Therefore, you first need to request a RMA (Returned Merchandise Authorization) form.

With the form on our website you can submit your application to send us a product.

Download [HERE](#) the **return / repair** form.

When you have **fully** completed this form, you can return it by mail to **service@euro-hubner.nl** This way we are notified we can expect a product soon.

For return shipments without a RMA form, or in case of repairs without a clear formulated complaint, we are obliged to charge € 37,50 handling costs.

Important:

- Please mind following when you return a product: Please specify a clear description for the return cause. This is necessary for a proper evaluation. We will only accept a product which is unused and returned in the original intact package in new condition.
- Please mention a clear extended complaint description ("Does not work" or "defect" is not clear.) Possible fault messages, operating hours and connection data are important data for a good analysis. When and under what conditions did the complaint occur? Is the complaint repetitively present or only from time to time? At which frequency? You can eventually add a schedule, picture or drawing to clarify your complaint.

Parlevinkerweg 44 **T** +31 (0)475-40 65 06
NL-5928 NV Venlo **F** +31 (0)475-40 65 09
E info@euro-hubner.nl
I www.euro-hubner.nl

K.v.K.12028166
BTW NL00.99.14.341.B01
EORI NL009914341

ING NL BIC ING BNL2A
IBAN NL 67 INGB 0688 5075 30
ABN NL BIC ABN ANL2A
IBAN NL 76 ABNA 0503 0014 22

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I N C O N T R O L

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How to send the product?

Please send the product, provided with a printed Repair order or Return form order to our service department:

euro HÜBNER benelux b.v.
T.a.v. afdeling service
Parlevinkerweg 44
5928 NV Venlo
The Netherlands

The form needs to be placed clearly visible on the outside of the transport worthy packaging.

Eventually you can print and use the address label we sent.

Repairs and Returns are always on the basis of carry-in. The costs for shipment to euro HÜBNER benelux b.v. are for the account of the applicant.

When we observe (visible) transport damage, because the product is improperly packed, or if the package is un- or under stamped, we will report the shipment directly to you. Products can only be returned on the applicant's own risk and have to be packed properly for transport. Euro HÜBNER benelux b.v. declines all responsibility and liability for damage caused by transport and/or loss during transport to euro HÜBNER benelux b.v.

Validity period RMA

When we have not received your shipment within 10 working days after receipt (by email) of the fully completed request form, the RMA request expires and the procedure has to be re-started again.

Receipt Acknowledgement

You will receive within one working day after receipt of your shipment an acknowledgement by email. This email contains a service order number S20XX/xxxxx which we used to register your product. Each RMA form has its own unique reference number.

Further Handling

In case of a return order, your product will be evaluated by our service department and within two working days you will receive a reaction. We can only take the product back when it is unused, returned in the original intact package and in new condition. If an agreement has been reached for the return, you will receive a credit invoice with a settlement for compensation of the returning costs.

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Repair during the warranty period

Warranty for delivered products extends in general no further than the repair of the damaged product or delivery of a new product. Consequential damage and/or compensation for dismantling can not be recovered from euro HÜBNER benelux b.v.

For products upon which the manufacturer warranty is applicable, only and exclusively the warranty conditions issued by the manufacturer are concerned, and no further recovery is possible from euro HÜBNER benelux b.v. Within the own warranty terms and conditions of euro HÜBNER benelux b.v. eventual defects will be rectified. When during inspection the product does not show any signs of defects and the product is functioning according to the manufacturers specifications, the inspection costs and eventual transport costs will be charged.

When, after inspection, turns out that the defect is occurred by inappropriate use or the product is out of warranty, the product will not be repaired, replaced or compensated. This is also applicable on each product which has a changed or removed serial number, or if the guarantee seal is broken.

Furthermore € 37,50 handling costs and the costs for the return transport will be charged on account of the applicant.

Repair outside the warranty period

For repairs outside the warranty period a price quotation can be issued, if required. You can also choose to carry out the repair work up to a specified maximum amount. You can indicate your choice by ticking the checkbox on the form. Possible repair costs will be submitted for your approval through a quotation prior to executing.

By approving (in writing) the quotation, the repair shall be carried out and subsequently the product shall be returned to the applicant.

When no approval is given for the quotation, we will charge handling costs when we have to return the product. The handling costs amounts to € 37,50 for each product. When we have your permission to destroy the product, no handling costs are charged.

Transport costs for return deliveries are € 15,00 when the repair costs are lower than € 150,00, or when the product is returned unrepaired.

Current status of your Repair order or Return order

Using your **service order number S20XX/xxxxx** issued specially for your RMA, you can always request the current state of your Repair order or Return order. Please send an email referring to this service order number to: service@euro-hubner.nl

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