

Information on the return of goods

Dear customers,

We attach great importance to efficient complaint management. The aim is to solve problems to your satisfaction. Errors should be avoided and potential for improvement identified at an early stage.

To ensure that the processing of your return can take place smoothly and promptly, we have formulated a **guideline for action** which regulates / optimises the handling of returns:

- ***Please use the current goods return form on our homepage.***
(<https://www.ebro-armaturen.com/en/downloads/goods-return-form.html>)
- ***The accompanying documents must include at least the return note with customer designation, reason for return and declaration of no objection.***
- ***This will ensure that your return can be processed quickly.***

Note :

We are obliged to return complaints, returns or repair orders which are delivered without the corresponding accompanying documents - and thus without the necessary information - after a storage period of 14 days.

You will receive an offer for repair orders. The binding offer period is limited to 4 weeks. If no statement is made by you during this time, the goods will be returned at your expense.

We would be very pleased to receive feedback after the processing.



Markus Schneider

International Sales Director