

Claims - repurchase

We take care of hundreds of orderlines each day, mistakes can happen and sometimes our client do not receive expected goods, or there have been misunderstanding, even wrong articles have been ordered.

We want our customers to get a quick and correct treatment of returned goods, to achieve that we ask You to follow our procedures and use the form on opposite side with every shipment. The form is also available at our website

www.eshydagent.se

If nothing else is agreed at time of purchase and noted in the confirmation of the order, the procedure is as follows:

- Goods have to be sent back within 15 days from invoice date
- Incorrect deliveries caused by us will give full credit, including freight costs
- If customer ordered stock-goods wrongly, there will be a reduction of 20% when credit note is done, note that repurchasing below 55 Euro is not accepted
- Customized goods, not in ordinary stock, are never subject for credit unless agreement can be reached with our supplier.
- Goods for repurchase shall be unused, preferably in original packing.
- Goods shall be thoroughly cleaned before return

All claims are treated separately

Always attach packing slip or invoice

Please contact our reference (name on packing-slip/invoice) to achieve an ID number before sending the goods back

Without an ID number the claim is not handled

Best regards
ES Hydagent AB

Claim/Repurchase

Customer information

Client no	Company name
Your ID	Name of contact person
Your mailadress	
Your phone number	

ES Hydagents ID number
ES Hydagents person in charge

Please do not forget to state received ID from ES Hydagent and

enclose a copy of packing slip or invoice

Pos	ES Hydagent's product code	Name	Quantity	Order- or invoice number	Reason

Pos	Faulty description

Offer to repair your claim ?

YES	NO	Warranty(1 year)

The minimum charge for troubleshooting / repair is 450.00 SEK.

Complaints victims of careless use or internal / external damage will not be accepted.

Reason for return			
1. Return of trial consignment	2. Mistake in Your order	3. Delayed delivery	4. Claim
5. Wrong article delivered	6. Other:		
Date:			