



Returns procedure

Return conditions

1. Transport damage

An inspection of the number of packages is always required at the time of delivery. Indicate any transport damage on the bill of lading / deliver note and refuse receipt of these items. Transport damage discovered later must be reported to Altrex within 24 hours of receipt, otherwise the right to complain passes.

2. Receipt of unordered items or incorrect quantities (incorrect shipping by Altrex)

Report items received incorrectly on bill of lading / deliver note and refuse receipt of these items. Other deviations must be reported within 5 working days, otherwise the right to complain passes.

3. Incorrect customer order: wrong items or incorrect quantities.

In general there is no right of return products but in consultation with your contact person we can always discuss a suitable solution. If after consultation with your contact person it is decided to return items, the points below apply. On return, Altrex charges a 10% handling fee over the invoice value of items which will be returned. Return shipping is only possible if the item is undamaged and unused. Transport costs and any costs for returning the item to a not saleable condition, will be charged to the customer.

4. Warranty request

Providing the following information is required when making an application:

- Item number and description
- Who owns the material (customer / customer of customer)
- What is the cause of the application
- Request for quotation or for immediate execution

Altrex makes a distinction when returning items

- Articles with material and / or construction defects that are covered by the warranty
- Other articles

Items in which Altrex detects material and / or construction errors are covered by the Altrex warranty and are repaired free of charge. If repair is not possible, Altrex will supply a new item as replacement or credit the purchase amount.

For other items that are not covered by the warranty (for example, damaged due to improper use or wear), the customer will receive an Altrex inspection report. This report states the inspection results and any costs.

Terms of delivery, transport and inspection costs

The delivery conditions as described in the Orgalime S2012 apply to all deliveries, see <https://altrex.com/int/en/orgalime-general-conditions>. In the event of Incorrect orders (3) and no warranty (4), Altrex is forced to charge fees. The administration fees are approx. € 25. The transport costs will follow upon receipt of a quote from the freight forwarder.