

# Repair conditions

## Safety declaration

Health and safety regulations require all companies to protect their employees and the environment from harmful effects when handling hazardous substances.

It is therefore important to Hendor that during repair or service work, both employees and the environment are not exposed to unnecessary hazards and risks.

For this reason, the product to be repaired must be cleaned in such a way that it is both internally and externally free of toxic and hazardous substances, or residues thereof, and that the product can be repaired and subsequently tested in water without any danger to people and the environment.

Failure to comply with this condition may result in the product being returned unrepaired. All costs thereby incurred will be charged to the client.

If the product to be repaired is insufficiently clean, Hendor reserves the right to charge an additional cleaning fee of € 110 per product.

## Repair procedure

The product to be repaired should be delivered at the client's expense, together with a printout of this signed repair request.\*

In the absence of this signed repair request, the repair will not be accepted. In this case, the product to be repaired will be returned immediately at the customer's expense.

Shipping address	Hendor Pompen BV Service Department Leemskuilen 15 5531NK BLADEL The Netherlands
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After receipt, and verification that the product is sufficiently clean, an inspection will be carried out to estimate the repair costs. For this inspection, a fee of € 42 per product offered will be charged. By presenting the product for repair, the customer undertakes to pay these costs.

After the inspection, a repair quotation will be submitted to the client. If repair is not possible or worthwhile, this will of course be communicated.

Release for repair must then be given by means of a formal order within 4 weeks of the quotation. If no order for repair is received after 4 weeks, Hendor reserves the right to return the product unrepaired, in parts or otherwise, at the expense of the customer. In that case, the inspection costs will be charged to the customer.

\*) After submitting your repair request, you will receive an e-mail with the Repair Request form containing details of the product and the repair conditions.