

Fluidwell repairs & warranty

Procedure and conditions

In case you need to return Fluidwell products for warranty, maintenance and/or repair, please follow the procedure below, so we can handle your request as quickly and smoothly as possible. To avoid disappointments, we advise you to take note beforehand of the conditions mentioned on the next page that apply. For questions regarding this procedure, feel free to contact your Fluidwell service team.

Procedure

- 1) Before returning the product(s), first always completely fill out the Fluidwell warranty/repair form to submit your return. You can download this form at our website www.fluidwell.com/repairs.html or contact Fluidwell support for your copy.
- 2) After filling out your return form as completely as possible (note the required data) fax it to +31 413 363 443 or mail it to repairs@fluidwell.com. Your application will be handled within 2 working days, within which you will be informed.
- 3) If Fluidwell approves your application (please note the conditions on the next page), the warranty & repair form will be returned to you by fax or email, validated with an RMA number. This RMA number allows you and Fluidwell to track and trace your application throughout the entire process. As such it guarantees a speedy and qualitative handling of your warranty/repair case. The physical return can only take place after approval of your application by Fluidwell, as indicated by the RMA number.
- 4) Hereafter you can send the product(s) back to Fluidwell. **Important:** *Include a copy of your validated warranty/repair form to the returned goods.* Please do not send your products to Fluidwell before approval via an RMA number. In case we receive products without a validated Fluidwell warranty/repair form (without RMA number) or without a Fluidwell warranty/repair form at all, we can only assume that the application hasn't been approved and we will return the product(s) to you again at your expense.
- 5) Please make sure that the product(s) will be physically returned to Fluidwell within 30 days after approval of your application. If we haven't received the product(s) in question within 30 days, we will assume your warranty/repair application is no longer valid and applicable from your side. We will delete your request from our systems to keep these clean and manageable. Products received after the mentioned term of 30 days will be returned to you again at your expense. If you suspect beforehand that the mentioned term of 30 days could be exceeded, please contact us beforehand by phone or via repairs@fluidwell.com to avoid issues arising with acceptance.
- 6) Within 5 working days of receipt of your warranty/repair shipment, Fluidwell will contact you (e.g. timing, costs, results first investigation or for additional questions). In case of an out-of-warranty repair, we will issue a cost estimation for repair for your approval. Should we not receive this approval from your side within 20 working days, we will return the item as is at your expenses and consider the repair application as closed.

Conditions

The following conditions apply for warranty & repair of Fluidwell products:

- 1) Fluidwell cannot be held accountable for any damages that occur during shipment to Fluidwell. Such damages may increase the costs for repair or make the warranty invalid. In that case the damaged products can be returned to you at your expenses, if desired. We will contact you beforehand should such case arise. Insurance of the returned shipment is at your own expenses.
- 2) All costs for shipment to Fluidwell and back are at your own expenses in case of repairs, irrespective whether the repair is executed at your costs or at Fluidwell expenses out of consideration. For products repaired under warranty, Fluidwell will pay/credit the shipping costs.
- 3) Return your products as completely as possible for the best diagnostic on defect causes and to avoid (further) damage during shipment. Make sure the products are cleaned and free from oil, dust, grease, chemicals and other filthiness that can hamper defect detection and/or a fast repair or could be potentially harmful for the health of our personnel. Returned products that are too filthy or suspected to be contaminated with potentially hazardous chemicals will be returned to you at your expenses and not examined nor repaired.

Notes

The conditions and procedure above do not apply for:

- *Requests for adaptations.* Please contact Fluidwell beforehand in case you need adaptations to delivered products.
- *Returning new/unused products.* See the Fluidwell return procedure.