

## Fluidwell returns new/unused products

### Procedure and conditions

In case you want to return new/unused products to Fluidwell, please follow the return 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 returning new/unused products. 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 return form to submit your return. You can download this form at our website [www.fluidwell.com/returns.html](http://www.fluidwell.com/returns.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 [returns@fluidwell.com](mailto:returns@fluidwell.com). Your application will be handled within 2 working days, within which you will be informed.
- 3) If Fluidwell approves your return (please note the conditions on the next page), the return form will be returned to you by fax or email, *validated with a return number*. This return number allows you and Fluidwell to track and trace your return throughout the entire process, from reception to credit of your purchase. As such it guarantees a speedy and qualitative handling of your return. The physical return can only take place after approval of your application by Fluidwell, as indicated by the return number.
- 4) Hereafter you can send the product(s) back to Fluidwell. **Important:** *Include a copy of your validated return form to the returned goods*. Please do not send your products to Fluidwell before approval via a return number. In case we receive products without a validated Fluidwell return form (without return number) or without a Fluidwell return form at all, we can only assume that the return 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 If we haven't received the product(s) in question within 30 days, we will assume your return application is no longer valid and applicable from your side. We will delete your return 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 [returns@fluidwell.com](mailto:returns@fluidwell.com) to avoid issues arising with acceptance.
- 6) Within 10 working days of receipt of your return shipment, Fluidwell will contact you (e.g. credit confirmation or for additional questions).

## Conditions

The following conditions apply for returning products to Fluidwell:

- 1) *Intrinsically safe products* cannot be returned to Fluidwell\*. We cannot re-sell these products (even in new condition), since we can no longer guarantee the safety of these products upon return. Safety, after all, is our business.
  - \* *Except intrinsically safe products in a visibly unopened, original package and with an unbroken seal.*
- 2) We cannot accept products that you would not want to receive from us: Damaged, used and/or broken products that are no longer in proper sales condition.
- 3) At Fluidwell we always work with the newest (software) technology, which is constantly being updated to the latest standards. Therefore, after a certain period of time, the integrated software can become obsolete. Consequently we cannot accept returns with a *purchase date further back than 3 (three) months* to ensure you will only receive products with the latest technology.
- 4) Both costs and insurance of the returned shipment are at your own expenses. Fluidwell cannot be held accountable for any damages that occur during shipment back to Fluidwell. Such damages could consequently cause the acceptance of the returned product(s) to be withdrawn again. In that case the damaged products can be returned to you at your expenses. We will contact you beforehand should such case arise.
- 5) For compensation of handling, service and administration costs, we will charge following *return costs* for generic Fluidwell products\*:
  - 20% of the net invoice value of the returned shipment, with a minimum of € 75,- per return shipment
  - \* *In case of private labeling, higher return costs can be charged. Please contact Fluidwell support beforehand.*
- 6) Fluidwell reserves the right to refuse requests for returns.

## 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.
- *Warranty cases.* See the Fluidwell warranty & repairs procedure.
- Returning used products for *damage repair or maintenance.* See the Fluidwell warranty & repairs procedure.
- Returns that can be demonstrably allotted to *Fluidwell errors.* Naturally we will leniently solve and correct all these issues as soon as possible free of charge. In this case, please contact your Fluidwell support team *as soon as possible*, yet within 5 working days after receipt of the products.