
Return policy for delivered goods

In order to guarantee the quality of the goods that are used by our customers Lagersmit is able to accept return shipment only if certain specific conditions are met. These conditions are:

Communications & administration

- (1) The return shipment is approved by Lagersmit. To acquire approval, please contact before returning the goods Lagersmit's Customer Support team via +31(0)880216200 or sales@lagersmit.com and use the details mentioned under (2) to inform Lagersmit.
- (2) Enclosed with the return shipment is a letter which at least states (I) the original Lagersmit order number, (II) reason for returning the goods, (III) contact details of the company, (IV) details of the contact person with the customer's company and (V) the financial details to ensure a credit payment if conditions are met.

Timing

- (3) The return shipment should have been received at Lagersmit's premises in The Netherlands ultimately within 8 weeks after the date of dispatch that is stated on the corresponding Order Acknowledgement of Lagersmit.

Value and payment

- (4) The value of the returned goods amount at least EUR 75,-.
- (5) The invoice has been paid in full according to the terms of payment stated on the corresponding Quotation and / or Order Acknowledgement.

Goods: standard & in good quality

- (6) The goods are returned in the original, unopened and undamaged packing because the goods might lose quality through amongst others the influence of weather conditions.
- (7) The goods are standard parts and do not concern custom made products, which means that they are not tailored to your application. Examples of non-standard parts include (but are not limited to): machined liners, liners with coatings, bulkhead seals, rudderstock seals and housing parts that have different measurements from Lagersmit's standard. Custom made products can never be returned freely to Lagersmit.
- (8) The goods pass Lagersmit's quality control successfully in order to check that the returned products are in new condition and undamaged.

Credit & restocking fee

- (9) If all conditions are met, Lagersmit charges a 10% fee to cover its costs which shall be deducted from the credit note.