

Information about warranty claims and returns

All products within the warranty period specified in our terms and conditions will be replaced in the event of a valid warranty claim.

Returns: Do you have a product you ordered by mistake or do not need?

For a goodwill return of products, it is important that the items are

- **not dirty,**
- **in their original packaging,**
- **not older than six months or (for MID products) not older than two months** (from the date of invoice), and
- **standard stock items** (not custom, configured or made-to-order products).

We reserve the right to deduct a handling fee or to refuse the return of the product(s).

To process a warranty claim or return, we need the following information:

- ✓ Invoice number, delivery note number, order confirmation number or your order number
- ✓ Article designation and quantity
- ✓ Production date (optional)
- ✓ Confirmation that the items are in their original packaging and are not older than six months or (for MID products) two months (from the date of invoice).
- ✓ Indicate whether the shipment is a warranty claim or a return.

Please send this information to retoure@belimo.at

We will then provide you with an RMA number. The RMA number must be clearly visible on the outside of the return package. Returns WITHOUT an RMA number cannot be processed!

Warranty: or Return:

Invoice number, delivery note number,
order confirmation number or your order
number:

No.	Items	Units	Production date (optional)
01			
02			