

PROCEDURE CLAIMS

INCORRECT PRODUCT(S) DELIVERED (report within 8 working days after delivery)

1. Product does not correspond with the product on your packing list;
2. Delivered amount does not correspond with the amount on your packing list;
3. Error in order entry, a wrong product has been delivered;
4. The quality of the delivered product does not correspond with expectations (such as damages etc.)
5. Product does not meet your quality requirements;
6. You ordered a wrong product.

Please check received products as soon as possible after delivery (within 8 working days) on:

1. Whether you received the correct products, does the product code and the product itself correspond;
2. If the delivered quantity meets the ordered quantity;
3. If we delivered what you have ordered.

Claims can be reported to Louis Reyners by sending your packing list with the following information:

- Description of your claim and how you wish us to resolve this;
- Contact person of the claim and their direct phone number.

After receiving your claim we will open a case with an unique case-number. Please mention corresponding case-number very clear on your return. Returns without a case-number will not be accepted and will not be processed.

Claims made after 8 working days, after the invoice date, are not accepted and will not be processed. After expiration of these days the delivered products are considered to be approved and accepted by the receiving party.

Any form of (transportation) damage on the packaging of the products should be reported immediately to the transporter. Always keep a copy of the transportation-/ delivery note for your own warranty. If possible, please include a digital photograph of the damage(s) in your claim. Damages proven to be caused by transport can only be claimed if you have the copy of the transportation-/ delivery note.

RESOLUTIONS

1. Product does not correspond with the product on your packing list;
Reported product can be returned or kept by the receiver, we will discuss what will be the best solution for your specific case;
2. Delivered amount does not correspond with the amount on your packing list;
3. Error in order entry, the wrong product has been delivered;
4. The quality of the delivered product does not correspond with expectations (such as damages etc.)
5. Product does not meet your quality requirements;
We will discuss if the product(s) are to be returned or not, or we will make a subsequent delivery, all additional costs are being covered by Louis Reyners B.V.
6. You have ordered a wrong product.
You can choose to keep the product or to return it. Costs for returning the product are not covered by Louis Reyners B.V. The product(s) must be returned in the same condition as received, with all packaging, manuals and certificates. Louis Reyners B.V. will charge you with 20% of the invoice value with a minimum of €50,-.

All products ordered as 'special' cannot be returned if they are not included in our standard assortment.