

Return policy for spare parts

September 2024

We kindly ask you to inspect the goods received from VOLLMER Werke Maschinenfabrik GmbH immediately upon arrival.

1. Complaints

The delivered spare parts must be checked for completeness, intactness and correctness immediately upon receipt, and any complaints must be reported without delay. Incorrect deliveries and obvious damages must be reported to the carrier and VOLLMER immediately.

2. Returns

A return form is mandatory for the return of goods. Please request this from your responsible person. Please state the reason for return for each item returned, as well as any error messages or problem descriptions.

New parts will only be accepted for return in their original condition (undamaged and without signs of use). Opened sets (e.g. sealing ring sets) or incomplete units are not returnable. Spare parts that were specially ordered at your request cannot be returned. The return shipment must be organized by the customer, who shall also bear the shipping costs.

Returns that do not fully comply with these conditions will be returned to the sender at their expense or will be scrapped. The fee for the return shipment is 50 €.

3. Warranty

The warranty period for our spare parts is normally 12 months from the date of delivery. Exceptions to this are shown separately on our documents.

4. Credit notes

We will issue a full credit note (including freight and packaging) for parts that were incorrectly delivered by VOLLMER or that are defective, as long as the procedure described in point 1 has been followed.

If the packaging is opened, damaged or replaced, VOLLMER reserves the right to charge an inspection fee of 10%.

For parts that were ordered incorrectly or returned for other reasons, you will receive a credit note, less a 10% handling fee, up to a maximum of 250 € (excluding VAT) per item. No credit will be issued for items with a value of less than 50 € (excluding VAT) per item.

5. Exchange parts

Exchange parts are marked specially in our documents.

When placing an order, you will be charged the price of a new part. Once the exchanged part has been returned, the difference will be credited to your account. The amount of the difference can be found on the invoice.

It is also necessary to request a return form when returning old parts.