

Conditions for repair of products

Procedure to repair products under warranty :

- We are free to repair or replace your product.
- We cover the repair costs.
- We cover the shipping costs.

Procedure to repair products not under warranty :

- We check your product and estimate the repair costs.
- We inform you about the needed actions and the estimated repair costs.
- We carry out the actions confirmed by you.

This means that your minimum costs consist of the shipping costs from you to Reed Machines and from Reed Machines to you.

You have to send the product to be repaired to the following address :

Reed Machines - 2^e Indumaweg 4b - 5705 BB - Helmond - Netherlands

For shipments from countries outside to EU to Reed Machines, and from Reed Machines to countries outside the EU, import charges may apply.

Import charges should only be applied to the repair costs. It can be difficult to follow/know the right regulations to get this done. Take care, if regulations are not met, it can result in (much) extra import charges.