

Conditions for repair of products

Procedure to repair products under warranty

We:

- Are free to repair or replace your product.
- Bare the repair costs.
- Bare the shipping costs.

Procedure to repair products not under warranty

We:

- Check your product and estimate the repair costs.
- Inform you about the needed actions and the estimated repair costs.
- Wait for your advise.
- Handle as advised by you.

This means the minimal costs you have are the shipping costs from you to Reed Machines and from Reed Machines to you.

Shipment of the product

For repair you have to send your product to our Workshop. The Workshop address is:

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

Import charges

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.