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Returns Procedure Spare Parts 2014

Ambach Returns Policy

Before any part can be returned an authorised returns number is to be obtained; failure to obtain a returns number may result in the part being refused for credit and returned back to you. The authorisation for returning merchandise has to be printed and attached on the package.

Returns numbers will not be issued after 30 calendar days (from invoice date) unless the item to be returned is a warranty claim. Once a returns number has been issued all parts need to be returned within 14 days; no credits will be issued after this period.

Faulty Parts – the following information are required

- Date that the part was fitted and when it failed.
- Ambach order confirmation number, with which the part has been originally delivered.
- All faulty parts must be returned with a detailed engineers report explaining the fault.

Damaged Parts

- Ambach must be notified within 24 hours on receipt of all damaged parts. All damaged parts need to be returned in their original packaging.

Parts that are No Longer Required

- A re-stocking charge of 50 Euros will be applied for all stock items.
Printed Circuit Boards (PCB's) will not be accepted back for credit, unless agreed with Ambach.
Special order items will not be accepted back for credit.*

Duplicated Orders

- Duplicated orders due to Ambach will be issued with a full credit.
- Duplicated orders that are customer errors will be subject to a 50 Euros re-stocking charge for stock items.
- Special order items will not be accepted back for credit.*

Picking Errors

- All picking errors must be notified within 24 hours of receipt of order; full credit will be issued where necessary.

Incorrectly Ordered Parts

- A re-stocking charge of 50 Euro will be applied for all stock items.
- Printed Circuit Boards (PCB's) will not be accepted back for credit, unless agreed with Ambach.
- All special order items will not be accepted back for credit.*

Incorrectly Supplied Parts – the following information are required

- All information on the appliance, including serial number to verify the information given.
- Who provided the parts information and how it was requested i.e. fax, telephone, internet or email.

* Special Order items: are non-stock items. It is recommended that you check the return status of parts when ordering.