



## Warranty Application Form

Change date	10-06-2026	Document no.	310 attmt. WA
Process Owner	RMA Specialist	Page	1 of 3

### Customer and order data

Customer name		Contact person	
Account no. or address		E-mail	
Date		Tel. no.	
Order number		Your reference	
	No. of order/delivery note or invoice		

### Product data

Art.no. VDEG		Serial number		
Brand		Type		
Installation date		Application		
Running time		<i>hours a day</i>	<i>Starts/ stops</i>	<i>a day</i>
Flow		<i>m<sup>3</sup>/h</i>	Pressure	<i>bar</i>
Medium		Suction pressure		<i>bar</i>
Aansturing	DOL (direct on line)	Y/Δ (star/delta)	Soft starter	Frequency controller

### Ambient conditions of product use

Medium temp.			Ambient temp.		°C
Dusty environment	Yes	No	Solids present	Yes	No
Vibration at standstill	Yes	No	Vibration in operation	Yes	No
Outdoor installation	Yes	No	Leaks present	Yes	No
Previously disassembled	Yes	No	Condensation	Yes	No

### Description of failure

Damage to	
Description of complaint	
Other information	

**Please enclose a copy of this form with the materials when sending them to us.**



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### SAFETY STATEMENT

**Delivery address:**  
Van der Ende Group  
Attn.: RMA  
Aartsdijkweg 23  
2676 LE Maasdijk  
The Netherlands

#### Please highlight



Environmental toxicity



Corrosive



Toxic



Harmful/Irritating



Explosive



Flammable



Oxidizer



Carcinogen/  
Mutagenicity



Radioactive



Safe

Safety statement for repair, service, inspection and/or test run of pumps and pump installations. To ensure that Van der Ende Group employees are not exposed to unnecessary dangers or risks, we request that you complete this statement and attach it to the product.

#### Process details

Medium:		Remarks:	
Cleaned with:		Carried out by:	

The undersigned hereby confirms that the product is free of hazardous substances (acids, alkalis, solvents, etc.) and poses no danger to people or the environment. If, during dismantling or test runs, it is suspected that the pump contains residues of substances harmful to health and/or the environment, Van der Ende Group reserves the right to stop the relevant work and hold the relevant party liable.

Name:		Signature:	
Date:			

Please send the warranty and repair application form, filled out as completely as possible, to [RMA@vanderendegroup.com](mailto:RMA@vanderendegroup.com), and we will process your request further.

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### Explanation of Repair Request

Van der Ende Group applies the Metaalunie conditions (available on our website at [www.vanderendegroup.com/terms-and-conditions](http://www.vanderendegroup.com/terms-and-conditions) or upon request by e-mail) when handling repairs. In addition, the following conditions apply:

#### General

- Please complete the preceding tables in full;
- The completed form must be clearly visible on the outside of the (transport) package.
- Failure to include the completed repair form, including the safety statement, may cause delays in processing;
- Products must be delivered to us at your own expense;
- Products should be securely packed for transport;
- Shipping costs will be charged for returning repaired or reviewed products.

#### Warranty

The general rule states that Van der Ende Group will not pay any transport/replacement/installation costs for the defect products. When we offer you a new product at no charge, this goes under the condition of approving the warranty. If the warranty can not be granted, you will receive an invoice of the product already received.

- Article 14 of the Metaalunie conditions is used as a basis for granting warranty;
- Warranty will not be granted for defects resulting from:
  - Changes which are implemented by the client/ byer or third parties without the approval of Van der Ende Group;
  - Normal wear;
  - Improper use;
  - Insufficient maintenance or incorrect repair by others than Van der Ende Group;
  - Failure to comply with the operations manual;
  - Overloading;
  - Use of unsuitable material;
  - The effects of a chemical or electrolytic reaction;
  - Other reason beyond the control of Van der Ende Group;
- In terms of liability we apply article 13 of the Metaalunie conditions;
- If no defects are found in the product, which leads to a factory warranty, a minimum of €59.00 will be charged for inspection costs, as well as the applicable transport costs.

By submitting this form, you agree to these terms. To ensure proper processing of your request, please complete the form in full.

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