



Warranty Application Form

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Customer and order data

Customer name		Contact person	
Account no. or address		E-mail	
Date		Tel.no.	
Ordernummer		Your reference	

No. of order/delivery note or invoice

Product data

Brand			Serial number		
Type			Art. no. VDEG		
Flow		<i>m³/h</i>	Druk		<i>bar</i>
Medium			Temperature		°C
Control	DOL (direct on line)	Y/Δ (star/delta)	Softstarter	Variable speed drive	

Reason for warranty claim

Please describe the issue clearly to help us process your request more quickly.

Product operating conditions (selection required)

	The product submitted under warranty has not come into contact with substances that are hazardous to health and/or the environment.
Please describe the operating conditions:	
	The product submitted under warranty has come into contact with substances that are hazardous to health and/or the environment, but it has been completely cleaned/flushed and can be handled without special precautions.
Please describe the operating conditions and hazardous substances involved:	
<i>Should there be any indication during inspection or handling that the product contains residues of substances hazardous to health and/or the environment, Van der Ende Group reserves the right to suspend all related work and hold the responsible party liable.</i>	

Please send the warranty claim form, completed as thoroughly as possible, to RMA@vanderendegroup.com. We will then process your request further.

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



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Explanation of Warranty Request

Van der Ende Group applies the Metaalunie conditions (available on our website at www.vanderendegroup.com/terms-and-conditions or upon request by e-mail) when handling warranties. 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.

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