

RETURN DELIVERY CONDITIONS

– FOR CUSTOMERS



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The following parts are excluded from return:

- + Parts and products that differ from KSI standard products.

For returns:

- + For returned new goods – not older than 12 months and in perfect condition – a restocking fee of 20% of the net value of the goods, but at least 25 € plus VAT, will be charged per return delivery.
- + Wrong deliveries by KSI Filtertechnik are excluded from this and will be returned freight collect or picked up by KSI on request.
- + Return delivery bill is required.
- + In case of return deliveries without return delivery bill, a handling fee of 25 € plus VAT will be charged.
- + In case of complaints, the separate provisions of KSI Filtertechnik GmbH shall apply.