

## Returning purchased goods

Dear Customer,

We aim to deliver **top quality** and **reliability** every time. Should you nevertheless spot a defect we will be happy to help you find a solution.

This sheet will assist you with the process of returning products.

Still have questions? Get in touch via **+ 32 3 355 16 00** or [support@erea.be](mailto:support@erea.be).

We will be happy to assist with your return of goods.

**Are the products still in good condition, complete, undamaged and not custom made? Then follow the steps below to return your purchases.**

- Check your consignment
- Report a defective delivery via **+ 32 3 355 16 00** or [support@erea.be](mailto:support@erea.be)
- We will confirm your return

### How to prepare a consignment for return.

- Keep equipment upright when packing
- Secure to a pallet if necessary
- Apply protective film
- Further details are provided on the information sheet '[Tips om je verzending voor te bereiden](#)'
- Send the product to EREA.



Purchase order



Delivery



Check delivery



Error with order: report by tel./email within 24 hours



Confirmation of return



Return consignment

### Are the products custom made, not in good condition, incomplete, damaged or obsolete?

Unfortunately, in that case, you cannot simply return the product. Contact us and we will seek a solution.



Used products



Damaged products



Incomplete products



Custom products



Older than 8 weeks

### Costs of returning purchased goods

We will make a credit note for maximum 80% of the sales price. The remaining 20% is needed to cover the expense of returning the products to a saleable condition (testing, repainting, repackaging, administrative costs,...). Moreover, returns must be realized within 8 weeks after invoicing.



**80%** | **20%**  
Costs  
Erea vs  
Customer



**20%**  
Costs for Customer  
Testing  
Repainting  
Preparing for resale



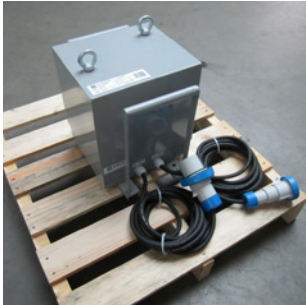
Product in good condition

## How to prepare a consignment for return

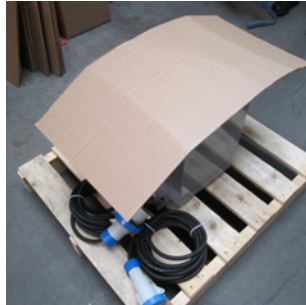
Dear Customer,

We are happy to assist you with the process of returning purchased goods. A number of tips on preparing a product for return are provided below.

### 1. Large products



Place the product upright on a pallet



Protect it with cardboard



Strap or screw it securely to the pallet



Wrap the product and the pallet with protective plastic film

### 2. Small products



Place the product in a box



Protect it with polystyrene



Fill the box with polystyrene pellets



Close and completely seal the box

### 3. Things to avoid!



Poorly packaged products



Damaged products