
Return policy

Wrong orders and wrong delivered goods shall always be returned in a sealed non-opened original box to be accepted.

Claim and return of goods damaged during transportation to customer will only be accepted if the responsibility of the product during transportation according to delivery terms is **not** on the buyer.

All claims and returns are subject to applicable warranty terms where a statement from the producer will also be gathered before the claim is set.

All claims shall:

- handled according to Martinssons directions
- contain the return form with the rma number received from Martinsson
- be sent to the address given on the return form
- be marked with the return number on the outer box
- be suitably packed at transportation to Martinsson
- be Martinsson at hand no later than 14 days after registration of the claim at Martinsson

Martinsson will not be responsible for

- claims that have not arrived at Martinsson warehouse
- claims missing rma number
- any added material (not from the original box) sent with the claim

WARRANTY

All claims are subject to evaluation to verify if the fault is due to outer damage. If that is the case, the customer will be contacted and the claim will be handled as a repair in accordance to below.

If the claim is without error, there will be a handling charge of 800 sek per unit.

REPAIR

On claims that are repairs (i.e. where the time for warranty has exceeded) the customer will be charged 800 sek/started hour (+material).

Quotation will be charged with 800 sek/unit if repair is not wanted.

FREIGHT

- The customer will pay for the freight of the goods to Martinsson
- Return of a claim will be the customers risk and responsibility
- Martinsson will pay for any other freight in case of warranty claim