

Terms & Conditions:

1. All of our prices are in euro's unless stated otherwise.
2. The customer is responsible for all costs of additional shipping, taxes and duty payable unless these costs are specifically mentioned in our quotation
3. Customers who have been quoted in currencies other than euro's, please note that your local currency will be converted according to daily exchange rates upon request.
4. If a Letter of Credit is required, a 1.000 euro surcharge will apply to the quotation. This surcharge will have to be paid before the letter of credit can be created.
5. If legalized documents, other than the original invoice and certificate of origin (not stamped by Chamber of Commerce) are required, a 200 euro surcharge will be added to the quotation. Customer is liable for any legalization costs charged by the carrier.
6. All goods remain the property of Wohler Retrotec Europe BV until full payment is made.
7. All quotations are valid for a period of 30 days.
8. Our Terms & Conditions are applicable on all our quotations and by accepting our quotation you also accept our Terms & Conditions .
9. On each agreement between parties only Dutch law is applicable. When in judicial proceedings one or more clauses of the Terms and Conditions are being defined as unreasonable or oppressive, the remaining clauses will remain in full force. The Dutch court in the district where Wohler Retrotec EU is located shall have exclusive competence to mediate between parties involved unless the law prescribes bindingly different.

Payment:

Our invoices are due within 30 days, beginning with the date of invoice unless otherwise stated. Payment can be done in cash or via wire transfer in our bank account

Instructions on Wire Transfer:

Please mention our invoice number in the description and use the following details for the wire transfer:

Bank account name: Wohler Retrotec Europe BV

- Hardermaat 12
- 7244PZ Barchem,
- The Netherlands.

Bank account number: *See Invoice*

Bic-code: INGBNL2A

VAT/BTW number NL858908372B01

Name and address of the bank:

- ING-Bank
- Amsterdamse poort / Bijlmerplein 888
- 1102 NG Amsterdam
- The Netherlands

Warranty:

The warranty period on new items is 2 year on parts and labour except on door-cloths, weather-strips, flex-duct, bags, carry-cases, covers and air-current testers for which the warranty period is 90 days. The warranty on refurbished items is 1 year on parts and labour. Wohler Retrotec Europe BV will pay for the return shipment with a shipper of our choice. Additional information on our warranty can be found on our website, www.retrotec.com "Retrotec Limited Warranty".

Missing items or parts:

Please check all shipment if all items listed on the packing list have been received. Contact WREU in case of missing items. Claims for missing items must be made within 30 days of delivery.

Shipping:

ALL International shipments will be shipped by a Wohler Retrotec Europe BV preferred carrier.

Product Availability:

The availability of products is subject to change without notice. If you would like to receive the items you ordered for a specific date, we kindly ask you to notify us when you place the order in order to check whether this is possible

Return & Refund policy:

Retrotec accepts returns within 30 days of your purchase with receipt or proof of purchase. Retrotec reserves the right to deny refunds for products past the first 30 days. Returns must be in new condition.

A 25% restocking fee is charged for all returned items. Retrotec is not responsible for return shipping charges.

Liability:

In no event shall Retrotec be liable for damages in excess of the purchase price of the product, or for any indirect, incidental, special or consequential damages of any kind, or loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the ability or inability to use the products.