

Returns

Return requests and return shipments

Flowtech Hydraulics aims to process return requests quickly and carefully. Therefore, always submit a return request in writing, preferably by e-mail.

Returning new products

- Return requests must be submitted to Flowtech Hydraulics in writing within eight (8) days. Flowtech Hydraulics will then respond to the return request in writing within eight (8) days.
- Goods may only be returned after written approval (including a return number) from Flowtech Hydraulics;
- The delivery must have taken place no more than six (6) weeks ago;
- The goods must be stock or standard items;
- Specially ordered items and hose assemblies cannot be returned;
- The goods must be unused and undamaged;
- The goods must be in their original packaging;
- The returned goods must have a minimum sales value of one hundred and fifty (150) euros, provided that the delivery error is attributable to Flowtech Hydraulics;
- For returns where Flowtech Hydraulics is not at fault, Flowtech Hydraulics is entitled to charge an additional 15% of the total amount, with a minimum charge of twenty (20) euros.

Returns must be sent as follows

- The shipment must include the completed return request form and a copy of the invoice or packing slip for identification and traceability;
- The goods must be returned to us freight prepaid. We will not accept shipments returned freight collect. The goods remain entirely at your risk during transport.