

RETURNS AND COMPLAINTS POLICY FOR AB REGIN

We normally offer a 30-day exchange policy on all purchased goods, as well as a product warranty of 2 years starting from the product delivery date.

When the warranty clause is invoked, the product must be shipped to us for it to be exchanged or repaired. If requested by the customer, we can also offer to send a new product by invoice upon invoked warranty. The non-functioning product must then first be shipped to us and will - if determined to be under warranty - be credited to the aforementioned invoice for the replacement product. All deliveries from us will always take place via invoice.

Return shipping is not covered by the product warranty.

EXEMPTION FROM THE EXCHANGE POLICY

Products not normally kept in stock must be assessed by a salesperson before a return will be accepted. Regin will never credit defective products which are not under warranty. Regin does not accept returns on software or activation codes (e.g. ECODE-MODBUS) or the like.

RETURN DEDUCTIONS

Products returned with their original packaging intact will be credited with a 15% deduction (or a minimum of 300 SEK). If the product container is damaged, broken or otherwise missing entirely, a 30% deduction will be credited.

STEP-FOR-STEP GUIDE TO PRODUCT RETURNS

It is our goal to handle all products returned to us as quickly and accurately as possible. Our goal is to use our RMA handling system to simplify this process, as well as offer better information and service to you; the customer.

1. Contact our Sales Department at +46 (0)31-720 02 00 or send an e-mail to sales@regin.se. When contacting us, please let us know the number of your order or invoice. All information regarding product returns are entered into our RMA system, whereupon a RMA form is filled out and sent via e-mail (in PDF format), fax or by standard mail to you.
2. Next, return the product(s) to us with the RMA form enclosed, to the address stated on the RMA form. This will normally be Regin's Osby branch office. The complete RMA form, containing the full claim case number and all relevant information, must be enclosed with the product(s).
3. Shipments returned to us without an RMA number will not be processed.
4. When the shipment has arrived at our returns department, its arrival will be acknowledged in our system.

AB Regin
Head Office

Tel: +46 - (0)31 - 720 02 00
E-mail: info@regin.se
www.regincontrols.com

Box 116
428 22 Kållerød

Visiting address:
Bangårdsvägen 35
SE-428 36 Kållerød



5. The returned product(s) will then undergo a technical evaluation. Our goal is to have carried out said evaluation within one week. When repairs of returned product(s) have been requested, repair time will usually be approx. 2 weeks.

6. When the technical evaluation or repair has been carried out, the return shipment will be credited/charged.

7. The repaired product(s) are then returned to the customer. If we have a valid e-mail address registered, we will send out an e-mail informing you that the shipment has been sent by us.

REPLACEMENT ARTICLE

In an emergency, we can deliver replacement products by invoice. Upon approved product return, the invoice will be credited retroactively. Contact our Sales Department for more information.

REPAIRS

Normally, all Regin products made during the last 10 years can be repaired. However, it is usually not cost-efficient to repair products costing less than 3000 SEK and which are not under warranty.

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