

Return and cancellation policy

for Global Boiler Aalborg A/S, Spare Parts

1. Overall policy

The overall policy is for Global Boiler Aalborg A/S Spare Parts to support customers by taking back products from customers and/or by cancelling placed orders, if requested.

All returns and cancellations are to go through Global Boiler Aalborg A/S Spare Parts department in Denmark.

2. Procedure for handling returns

Customer contacts Global Boiler Aalborg A/S Spare Parts department to get a reference for return. The customer has to inform item number, order number and reason for return.

Global Boiler Aalborg A/S Spare Parts provides a return reference.

Global Boiler Aalborg A/S Spare Parts will inform the customer about return goods address and return reference etc.

Global Boiler Aalborg A/S Spare Parts decides who should cover the return fee (customer or GBA)

The warehouse receives the returned goods and inspects the goods. When the return goods are fully or partially approved, Global Boiler Aalborg A/S credit in accordance with the inspection result and the applicable return fee. If the return is not accepted or only partially accepted, Global Boiler Aalborg A/S Spare Parts modifies the credit note and informs the customer.

If the pre-announced return has not been shipped from the customer within max. 3 months from the date of receiving the return reference, the return reference will be cancelled. If the goods are shipped from the customer later than max. 3 months after the return agreement, the goods will be dealt with without any crediting.

In case of returns in connection with logistic claims, the Global Boiler Aalborg A/S Spare Parts is responsible for deciding if the claimed items are to be returned and credited.

3. Return fees

For all return orders a return fee of 50 EUR will be charged.

If Global Boiler Aalborg A/S rejects the returned goods, the customer must revert within 2 weeks from the date of information that the goods is rejected, if the customer wants the goods to be shipped back, otherwise Global Boiler Aalborg A/S will scrap the goods.

4. Order cancellations

Stock items can be cancelled without any fee.

Global Boiler Aalborg A/S Spare Parts must approve the cancellation of non-stocked items or special manufactured items. Global Boiler Aalborg A/S reserves the right to charge any cost incurred up to the factory cost, even if the order has not yet been delivered.

5. Orders on hold

Orders that have been put on hold (waiting for delivery address) and is still on hold after 30 days after readiness note have been send out, will be fully invoiced and considered as cancelled orders.