

Returning purchased goods

Dear Customer,

We aim to deliver **top quality** and **reliability** every time. Should you nevertheless spot a defect we will be happy to help you find a solution.

This sheet will assist you with the process of returning products.

Still have questions? Get in touch via **+ 32 3 355 16 00** or support@erea.be.

We will be happy to assist with your return of goods.

Are the products still in good condition, complete, undamaged and not custom made? Then follow the steps below to return your purchases.

- Check your consignment
- Report a defective delivery via **+ 32 3 355 16 00** or support@erea.be
- We will confirm your return

How to prepare a consignment for return.

- Keep equipment upright when packing
- Secure to a pallet if necessary
- Apply protective film
- Further details are provided on the information sheet '[Tips om je verzending voor te bereiden](#)'
- Send the product to EREA.



Purchase order



Delivery



Check delivery



Error with order: report by tel./email within 24 hours



Confirmation of return



Return consignment

Are the products custom made, not in good condition, incomplete, damaged or obsolete?

Unfortunately, in that case, you cannot simply return the product. Contact us and we will seek a solution.



Used products



Damaged products



Incomplete products



Custom products



Older than 8 weeks

Costs of returning purchased goods

We will make a credit note for maximum 80% of the sales price. The remaining 20% is needed to cover the expense of returning the products to a saleable condition (testing, repainting, repackaging, administrative costs,...). Moreover, returns must be realized within 8 weeks after invoicing.



80% | **20%**
Costs
Erea vs
Customer



20%
Costs for Customer
Testing
Repainting
Preparing for resale



Product in good condition