

Bieri Hydraulics - information sheet

Repair, warranty, credit and returns processing

1. Chargeable Repair

Unless otherwise specified on your order, repair work will be carried out up to a maximum of 75% of the current new price. In principle, we can no longer carry out the desired repair work if one of the following points applies:

- 1.1 The product can no longer be repaired due to economic reasons, for example so-called discontinued products.
- 1.2 The product has been technically modified by the customer.
- 1.3 The maximum repair cost limit is likely to be exceeded.

If one of the mentioned points applies, we must return the product at your expense, and charge you for the inspection or handling costs incurred. Alternatively and upon request, products can be professionally disposed of on your behalf and for an additional processing fee. In both cases, costs between 50.00 - 150.00 CHF can apply. We provide a warranty period for appropriate repairs of 6 months from delivery.

2. Warranty Processing

If the product delivered by Bieri does not meet the guaranteed properties according to our General Terms and Conditions, we will carry out rework or a free of charge replacement delivery. If, after a technical inspection, it turns out that the warranty claim is invalid, the test or repair costs incurred will be charged to you.

3. Return for Credit

- 3.1 If it is no longer possible for us to reuse the product, which generally applies to all sealing materials, small parts and products that have been manufactured or assembled on order, we will return the part to you and charge you for the handling costs incurred.
- 3.2 If it is possible to reuse the parts, the following requirements must be met:
 - If the product meets these requirements, we will refund a maximum of 70% of the new value.
 - The product must not be older than 6 months. It must be externally unmodified and unused.
 - The product must correspond to the current production status.
- 3.3 If the product was accidentally delivered incorrectly by our company, you will either receive a replacement delivery or a credit note for the value of the goods. Provided the product was delivered by us within the last four weeks and is in new condition.

4. Returns Processing

- 4.1 First contact us via this [contactform](#) and inform us.
- 4.2 Empty the components to be returned of the hydraulic fluid and, if possible, seal the filler openings and connection ports tightly to prevent residual oil from leaking during transport.
- 4.3 If special fluids or fluids hazardous to health have been used other than standard mineral oils, enclose the safety data sheet with the return shipment.
- 4.4 Please note that products which have been operated with or have come into contact with radioactive media will not be processed. Therefore, do not return the affected products.

If you have any questions regarding individual points, please do not hesitate to contact us.

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