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# Return Material Process

## Improved External Issue Management, General Information

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*At Flonidan, we have redesigned our Return Material Flow Process. In implementing the improvements, we appreciate your understanding and help. Our aim is improving Your Quality experience, also in Issue Management.*

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### General information

- Damage and malfunction as a consequence of mishandling or unintended use scenarios are not accepted under warranty.
- In case of transport damages, the deliveries must be rejected immediately upon delivery. A delivery note by the transporter with the confirmed damage has to be added.
- Items that have been disassembled, modified or tampered without Flonidan written approval are not under any form of warranty.
- Agreed terms of warranty always apply. If no special terms are agreed, the warranty periods are as defined by Flonidan standard delivery terms.
- Within the warranty period, repair, replacement or reimbursement are at the cost of Flonidan. Return shipment of defect products for Flonidan are at the cost and risk of the customer. Following shipments of repaired or replacement products under warranty are at the cost of Flonidan.
- Any complaint specific to a product must be initiated by the filing of a Return Material Form. Goods returned to Flonidan must be clearly labelled with our reference.
- If an item affected by an issue is not under warranty, but in need of repair, please contact the Flonidan Sales Department to initiate a Service Order.

### Contact details

If you have any questions to the information provided above, please email your question to [issuemanagement@flonidan.dk](mailto:issuemanagement@flonidan.dk), or contact:

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