

## **Return Policy (valid from 01.01.2020)**

In the event that products are returned for reasons caused by the customer, the following deductions shall be taken into account in the credit memo:

- Stock items, in the original packaging, no signs of use, within 10 weeks: min. 5 % restocking fee – credit max. 95 %.
- Non-stock items, in the original packaging, no signs of use, within 10 weeks: min. 30 % restocking fee – credit max. 70 %.
- Customer-specific items, in the original packaging, no signs of use, within 10 weeks: non-returnable
- Stock items, in the original packaging, no signs of use, within 6 months: min. 35 % restocking fee – credit max. 65 %.
- Non-stock items, in the original packaging, older than 10 weeks: non-returnable
- A 10 % re-stocking fee will be applied to items that are not in the original packaging.
- Stock items with signs of use, 30 % – 100 % restocking fee – credit 70 % – 0 % (depending on condition)

## **Service Center**

Phone: +49 7021 573-210

E-Mail: [service-center@leuze.com](mailto:service-center@leuze.com)

## **Repair service & returns**

[https://www.leuze.com/en/deutschland/kontakt\\_und\\_support/reparaturservice\\_und\\_ruecksendung/index.php?lang=eng](https://www.leuze.com/en/deutschland/kontakt_und_support/reparaturservice_und_ruecksendung/index.php?lang=eng)