

RETURN FORM

Customer Name: _____

Company Name: _____

Order Number: _____

Date of Purchase: _____

Date of Return Request: _____

Reason for Return *(please check appropriate box):*

Wrong size

Changed mind

Received wrong item

Other *(please specify):*

Item damaged or defective

Condition of Items:

Are items in the original condition and packaging?

Yes

No

Do items have any visible damage?

Yes

No

Have you attached any photos?

Yes

No

Additional comments: _____

Declaration

By submitting this return form, I confirm that the information provided is true and accurate to the best of my knowledge. I understand and agree to comply with the return policies outlined below.

Customer Signature: _____

If you have any questions or concerns regarding your return, please contact our Customer Service team.

FORMULA AIR GROUP B.V.

GENERAL CONDITIONS

1.1 Time conditions

Returns are allowed up to 90 days after delivery.

1.2 Article conditions

Standard Articles: Returns are allowed if quality and packing conditions are respected. These goods need to be returned in a state that enables sales to other customers.

Customized Items: Returns of customized or custom-built articles (generated via the RFQ process) are not accepted. These items may be subject to additional investigation and approval for returns will be determined on a case-by-case basis.

1.3 Quality and Packing Conditions

Articles should be of original quality before packing: clean, no dust, no scratches, and no damage to the parts.

Small articles (rings, flanges, others) should be packed in separate boxes. Large articles should be placed on pallets and secured to prevent damage.

Fixing of articles should be done using plastic foil, avoiding stickers to prevent damage or residue on the article.

Pallets should be wrapped with plastic foil.

1.4 Transport Conditions

Return shipping costs are the responsibility of the customer unless the return is due to an error on our part, in which case we will cover the transportation expenses.

Return transport should be organized by the customer and is at the customer's expense. All materials should be returned to the Formula Air warehouse, with Return Authorization documents included:

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Tel: +32 (0) 81 23 45 71
info-be@formula-air.com

1.5 Credit

Refunds will be issued to the original payment method within 30 business days of receiving the returned item, subject to inspection and approval.

The credited amount for returned items is 70% of the original order value.

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