

Stand: 16.04.2026

Wachendorff undertakes to fulfill warranty claims in accordance with the terms and conditions of sale and delivery in the event of material defects in delivered products (if there are no contractual agreements to the contrary).

Wachendorff Prozesstechnik GmbH & Co. KG
Industriestr. 7, 65366 Geisenheim, Germany
www.wachendorff-prozesstechnik.de

Contact
+49 6722 9965 – 480
reparatur-wp@wachendorff.de

The duration of the warranty can be found in the respective terms and conditions on our homepage.

Wachendorff will remedy such material defects free of charge which are due to faults in the material, design or manufacture. Wachendorff reserves the right to supply a new, faultless replacement unit or to refund the purchase price instead of remedying the material defect.

If the customer reports a material defect to Wachendorff and it turns out that Wachendorff is not responsible for the material defect, Wachendorff may charge the customer for the costs incurred as a result.

Wachendorff will charge the customer for the costs of repairing damage caused by misuse of the product by the customer. This also applies if the product is still under warranty.

1.) Clarification and preparation of return shipment

Before you return a device to Wachendorff, you need a **return number**. By filling out the online form for defective devices, you will receive the required return number as well as a so-called "**instruction leaflet**" from us by e-mail. Please print out this document and send one copy together with the device to Wachendorff.

- Always pack the products securely and in an **ESD-compliant manner**. If possible, use the original packaging and an additional additional transport-safe outer carton.
- Your repair shipment must include a **description of the fault**. In the event of functional faults, a precise description of the fault will facilitate and significantly shortens the time required for this.

2.) Transport

Please send the product together with the instruction leaflet, which contains, among other things, the return number, to the address indicated on it.

Unless otherwise agreed, the customer shall bear the shipping costs for the shipment to Wachendorff. Wachendorff reserves the right to refuse to accept equipment sent freight collect.

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General terms and conditions:
www.wachendorff-prozesstechnik.de/agb/

Local Court Wiesbaden HRA 7403
VAT ID No. DE 113657232
Tax No. 004 379 00027

General Partner: Wachendorff GmbH
Local Court Wiesbaden HRB 20054

Managing Director: Dipl.-Wirtsch.-Ing. Robert
WEEE: DE 79288157 • Batt-Reg.-Nr.DE.: 12152686

Rheingauer Volksbank Geisenheim
IBAN: DE0351091500000068276 BIC: GENO DE 51 RGG

Rheinland-Pfalz Bank (LBBW-Gruppe) Mainz
IBAN: DE77600501010004557573 BIC: SOLADEST

Commerzbank AG Wiesbaden
IBAN: DE64510400380712141100 BIC: COBADEFF510

3.) Repair and possible cost items

- Repairs within the warranty period will be carried out free of charge, provided that the customer is not at fault.
- If a repair outside the warranty period is requested, or if the customer is at fault, Wachendorff will charge costs amounting to 40% of the respective new equipment list price. If this limit is exceeded, you will receive a cost estimate for approval.

The preparation of the cost estimate may be subject to a charge of 55 euros plus shipping costs. These preparation costs will be charged with any repair. After 30 working days without confirmation or rejection of the cost estimate, the inspection costs will be charged and your device will be sent to you unrepaired.

The preparation of the cost estimate is done to the best of our knowledge. Deviations of the repair costs by 25% of the estimated price are permissible without consultation with the customer in case of proper repair.

If the device sent to us is not technically defective, the inspection of the device will be invoiced at 55 euros plus shipping costs.

If an economic total loss (repair exceeds new price / repair not economically reasonable) is diagnosed during the inspection, which is not covered by our warranty or goodwill, this can be charged with inspection costs of 55 euros plus shipping costs.

You will then receive a corresponding total loss report and an offer for a new device. If you order the replacement device, no inspection costs will be charged.

After 30 working days without ordering the replacement device, the inspection costs will be charged.

By sending in the device by means of the return form, you authorize the release of these costs. Wachendorff will return the repaired device via UPS. The costs for the transport will be charged to the customer.

4.) Inspection of devices within the warranty period

The inspection of the device is charged with 55 euros plus shipping costs if there is no material defect.