

WARRANTY AND REPAIR APPLICATION

Customer and order data

Customer name		Contact person	
Account no. or address		E-mail	
Date		Tel. no.	
Order number		Your reference	
<small>No. of order/delivery note or invoice</small>			

Product data

Art.no. VDEG		Serial number	
Brand		Type	
Installation date		Application	
Running time		<i>hours a day</i>	Starts/ stops
Flow		<i>m³/h</i>	<i>a day</i>
Medium		Pressure	<i>bar</i>
		Suction pressure	<i>bar</i>
Aansturing	<input type="checkbox"/> DOL (<i>direct on line</i>) <input type="checkbox"/> Y/Δ (<i>star/delta</i>) <input type="checkbox"/> Soft starter <input type="checkbox"/> Frequency controller		

Ambient conditions of product use

Medium temp.		°C	Ambient temp.		°C
Dusty environment	<input type="checkbox"/> Yes <input type="checkbox"/> No		Solids present	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Vibration at standstill	<input type="checkbox"/> Yes <input type="checkbox"/> No		Vibration in operation	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Outdoor installation	<input type="checkbox"/> Yes <input type="checkbox"/> No		Leaks present	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Previously disassembled	<input type="checkbox"/> Yes <input type="checkbox"/> No		Condensation	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Description of failure

Damage to	
Description of complaint	
Other information	

Handling desired by you

Regards	<input type="checkbox"/> Warranty	<input type="checkbox"/> Repair
Substitute product	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Already supplied
Quote to be submitted beforehand	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Above € <input type="text" value=",-"/>
Defective material to be returned	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Inspection report	<input type="checkbox"/> Yes <input type="checkbox"/> No	











We request that you enclose a copy of this form when sending the product to us.

DECLARATION OF HEALTH AND SAFETY

Delivery address:

Van der Ende Group
 Recipient: Workshop
 Aartsdijkweg 23
 2676 LE Maasdijk
 The Netherlands

Please mark

 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>
Environmental toxicity	Corrosive	Toxic	Harmful/Irritating	Explosive
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>
Flammable	Oxidizer	Carcinogen/ Mutagenicity	Radioactive	Safe

Declaration of health and safety for repair, service, inspection and/or test run of pumps and pump installations. Van der Ende Group wants to prevent possible exposure of unnecessary dangers and risks to its employees. For this reason, we request your cooperation in completing this declaration and then placing it with the product.

Process details

Medium:	Remarks:
Cleaned with:	Carried out by:

Precautions to take

<input type="checkbox"/> Plastic gloves	<input type="checkbox"/> Respiratory protection, type:
<input type="checkbox"/> Goggles	<input type="checkbox"/> Protective clothing
<input type="checkbox"/> Visor	<input type="checkbox"/> Otherwise, namely:

The undersigned hereby confirms that the product is free of hazardous substances (acids, alkalis, solvents, etc.) and poses no danger to people or the environment. If, during dismantling or test runs, it is suspected that the pump contains residues of substances harmful to health and/or the environment, Van der Ende Group reserves the right to stop the relevant work and hold the relevant party liable.

Name:	Signature:
Date:	

Please send the warranty and repair application form, filled out as completely as possible, to RMA@vanderendegroup.com, and we will process your request further.

We request that you enclose a copy of this form when sending the product to us.

Note to warranty and repair application

For warranty and repair handling, Van der Ende Group apply the Metaalunie conditions (to be downloaded via <https://www.vanderendegroup.com/service/warranty-returns/> or provided by mail upon request). In addition, the following conditions apply:

General

- Please fill out the tables as completely as possible;
- The completed form should be attached to the outside of the (transport) packaging in a prominent way;
- Failure to submit a completed WRA form, with the declaration of health and safety may lead to a delay in handling;
- The product/products are delivered to our premises by you and for your account;
- The products should be properly packed for transport;
- In case of repaired products, our standard schedule for transport costs apply.

Repair

- If (after a quote has been submitted) no repair takes place and a new/replacement product is not bought from us, we will charge a minimum of € 52,50 for inspection, plus applicable transport costs;
- If we have not received approval for repair within 4 weeks from the quote, the products will be returned to you in a non-repaired (and possibly dismantled) condition. This procedure will automatically entail an invoice for inspection costs plus transport costs;
- The above procedure also applies if failures are established.

Warranty

The general rule states that Van der Ende Group will not pay any transport/replacement/installation costs for the defect products. When we offer you a new product at no charge, this goes under the condition of approving the warranty. If the warranty can not be granted, you will receive an invoice of the product already received.

- Article 14 of the Metaalunie conditions is used as a basis for granting warranty;
- Warranty will not be granted for defects resulting from:
 - Changes which are implemented by the client/ byer or third parties without the approval of Van der Ende Group;
 - Normal wear;
 - Improper use;
 - Insufficient maintenance or incorrect repair by others than Van der Ende Group;
 - Failure to comply with the operations manual;
 - Overloading;
 - Use of unsuitable material;
 - The effects of a chemical or electrolytic reaction;
 - Other reason beyond the control of Van der Ende Group;
- In terms of liability we apply article 13 of the Metaalunie conditions;
- If no defects are found in the product, which leads to a factory warranty, a minimum of €78,50 will be charged for inspection costs, as well as the applicable transport costs.

By returning this form you agree to these (warranty) conditions. Only fully completed forms will be processed.

We request that you enclose a copy of this form when sending the product to us.