

1. Delivery reclamations

- The customer is responsible for inspecting the delivery as it arrives and ensuring that it is undamaged and complies with the packing list.
- If omissions are noticed during the unloading of the delivery, it is the customer's responsibility to make a note of them on the delivery manifest and to inform the local Kemppi sales company or Kemppi Oy's sales department within 8 (eight) days.
- If there are errors or omissions in the delivery which are Kemppi's fault, Kemppi will compensate for the missing or incorrect items.

2. Reclamation of freight paid deliveries

- If damage caused during shipment is noticed, the customer is responsible for making a note on the freight bill together with the delivery driver and also to inform the local Kemppi sales company or Kemppi Oy's sales department. (For contact information, see the Kemppi web site at www.kemppi.com)

3. Terms of return

- The reason for the return may be reclamation or some other agreement between the customer and Kemppi.
- The customer must obtain a returns number from Kemppi
- The right of return is only applicable to products in Kemppi's standard product range.
- Kemppi will inform about the shipment of the return within one week of the return being accepted.
- The returns number is valid for 14 (fourteen) days, during which time the customer must relinquish the product for delivery to Kemppi.
- The right of return is only applicable to products in their original packaging. The products must be packed in a way acceptable to the delivery driver. The customer will be liable for the cost of damage during transit resulting from inadequate packing.
- Kemppi will not accept the return of consumable parts of wire feed equipment or welding guns, or any products supplied more than 12 (twelve) months before.
- The value of goods returned in their original packaging will be reimbursed as follows:
 - Goods incorrectly supplied by Kemppi will be reimbursed 100 %
 - Returns resulting from customer error and less than a month old - 75 % of the amount invoiced will be reimbursed

- Returns resulting from customer error and more than a month old - 50 % of the amount invoiced will be reimbursed
- Products with a net value of less than 100 euros may not be returned and their value will not be reimbursed if the customer is responsible for the error. The customer will be reimbursed if Kempfi is at fault.
- Returned products will be compensated after they have been received, inspected and accepted at the factory. The procedure agreed between Kempfi and the customer will be followed during compensation. Kempfi reserves the right to impose additional reductions if, at the moment of receipt, the product is not in perfect condition and for this reason cannot be resold.
- If the return is the result of customer error then the customer is liable for the cost of the return shipment. Kempfi will only pay for shipments resulting from its own errors.
- Parts returned to Kempfi without a returns permit will be shipped back to the customer at the customer's own expense.