

Handling – claims

If a complaint should occur of a product, bought from Reciprotor, please follow the instructions below:

Send a mail to info@reciprotor.com with the following information:

1. A description of the failure with as many details as possible.
2. Picture of the failure, if possible
3. Picture of the label with part number, serial number and production date
4. Order number or invoice number
5. Company name, address and contact person

Your claim will get an AS-number from Reciprotor with information of how to proceed. All inquiries regarding this claim must be marked with this AS-number.

Please **do not send** the defect product to Reciprotor without clear acceptance from Reciprotor.

Shipping cost from customer to Reciprotor is paid by customer to Reciprotors warehouse.

Shipping cost for reworked/replacements is paid by Reciprotor to customers address.

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