

RETURN INSTRUCTIONS

RETURNS – COMPLAINTS – REPAIRS

In order to provide our customers the most professional and efficient service, you must follow the instructions below regarding returns/complaints/repairs:

Instructions for complaint or repair cases

- 1 Call our customer service on **tel.: +45 76 33 88 88** to create a return case.
- 2 Assign Diesella's invoice number on the purchased item(s).
- 3 Describe the reason for the complaint or repair case.
- 4 A return number will be sent to you by e-mail.
- 5 Print and attach the received return order to the item(s) being returned.

PLEASE NOTE: If a package is received without a return number, the processing time will increase. In addition, a return fee of **EUR 33** will be charged.

Instructions for returns

- 1 Call our customer service on **tel.: +45 76 33 88 88** to create a return case.
- 2 Assign Diesella's invoice number on the purchased item(s).
- 3 Describe the reason for the return/complaint.
- 4 A return number will be sent to you by e-mail.
- 5 Print and attach the received return order to the item(s) being returned.
- 6 The items being returned must be sent properly and in original packaging.
- 7 The packaging must be in salable condition*.
- 8 *A return fee of 10% will be charged.*

PLEASE NOTE: If a package is received without a return number, the processing time will increase. In addition, a return fee of **EUR 33** will be charged.

**When returning our large wooden boxes, we recommended to ship it on a pallet and shipped by a courier.*

NB: Diesella will always place **NEW** order on outgoing items and credit returned items as soon as they are received with a return number.



Examination fee

If no errors are found, the complaint is not entitled to compensation or if the cause of the return is not sufficient at the time of examination of the product, Diesella reserves the right to charge a examination fee. The size of the fee depends on time spend on data collection and/or troubleshooting. Return shipments of items that are not covered by compensation or not to found defective, will be invoiced according to the carrier rate and possibly packaging.

Delivery terms

Diesella's terms of delivery are FCA. If a product is subsequently forwarded to another carrier, Diesella disclaims responsibility for any errors, defects or damage. The burden of proof passes directly to the dealer. To avoid this, ALWAYS make sure that the item(s) is properly packaged.

Diesella

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