

CLAIM POLICY

GMV SWEDEN AB

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Our policy is to create lasting customer confidence by providing quality products, services and deliveries. We have decided to introduce a claim policy to make it as easy and less cumbersome as possible to handle claims.

POLICY

Our ambition is to within 1 working day from identifying the source of the problem have replacement parts en route, with reservation for availability in inventory.

If GMV Sweden requires the damage goods in return we will invoice the shipped material and it will be credited when the return shipment arrives and have been approved as a legit claim.

GMV Sweden apply the delivery terms Orgalime S2000 with Incoterm Ex Work Alvesta

This stipulate that we deliver replacement parts as soon as possible if the products or components are defect or deviate from specified material in order acknowledgement..

According to the delivery terms work performed by the customer, travel time, travel cost or stand still costs are not paid by GMV Sweden.

Material damaged during transport should be reported direct to the freight forwarder in conjunction with the delivery. Demand for reimbursement for transport damages must be addressed to the transportation company.

In the case that GMV Sweden make an agreement with the Customer to reimburse the Customer for warranty work performed this must be confirmed with a purchase order with a fixed price, alternatively a maximum price and travel cost.

If such an agreement is made the invoice must contain , name on the people involved in the agreement and GMV Sweden's reclamation number.

An invoice without an agreement or the information above will be returned in original.

GMV Sweden AB



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