



KESSEBÖHMER
ERGONOMICS

Contact form

Repairs/Spare parts

Contact information

Name/Company

Customer number

Street

Postal code / City

Tel. no.

E-Mail

Reference

You would like:

☐

an estimate (for a fee!)

☐

a repair request

Product information

Article number

Article name

Delivered with invoice

Serial number

Further details (problem description, comments, etc.)

Contact form

Repairs/Spare parts

Important Customer information

Please be aware that installation, disassembly and modification of Kesseböhmer products may be carried out only by authorized specialists. Kesseböhmer shall not be liable for non-compliance, as well as for any resulting claims against Kesseböhmer, as a result of damages to legal interests of any kind. The same is true for tampering with the final product in which a Kesseböhmer product is used.

Inspection fees:

If a returned article is deemed irreparable or if, after inspection, no defect can be detected in a returned article, an inspection fee of 15.00€ per item (for lifting columns, controls) as well as 10.00€ per item (for steel components, electrical operating elements) will be assessed. Fees will also be assessed for inspections during the warranty period if defects could not be identified. After the inspection, should you decide that it is not economical to repair the article, you can choose to have the disassembled article returned to you at your cost or disposed of by us at no charge.

Cost estimates:

Cost estimates are subject to a fee, unless otherwise arranged. Please be aware that cost estimates require considerable time and therefore constitute a service that is subject to payment. The fee of the cost estimate will be invoiced once the work order is in effect.

Returns:

Returns are carriage paid and accepted only when the contact form has already been received by Kesseböhmer. Carriage forward freight will be accepted only with prior approval. Kesseböhmer will hire a shipping partner for freight pick-up during the approval process.

Name/Company/Company seal

Contact person

Please send us the completed form so that we can handle your concerns as quickly as possible.

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