

Return policy

If you wish to make a return, please contact our spare parts sales department. You can find the contact persons on our website www.koeckerling.de under: Infothek / Spare parts. If your claim is justified, you will receive a return note with an **authorisation number**, which you have to enclose with the goods. The buyer is responsible for the return shipment and bears the costs incurred. For the processing of the return, inspection and restocking, we charge a flat rate of 15% of the net value of the goods and take this into account when issuing the credit note.

Incoming spare parts without approval will not be processed and will be returned at the sender's expense. A return request can be made for purchased items up to 30 days after the invoice date.

Excluded from returns are:

- **Items with a unit price of less than €30 net**
- **Items manufactured for an order and non-stock items**
- **Electrical components**
- **Magnetic components**
- **Hydraulic cylinder**
- **Hydraulic hoses**
- **Hydraulic motors**
- **Seals and seal kits**
- **Wheels and tyres**
- **Components with signs of use or installation**