

Return and Refund Policy for catalogue items (List products)



The following conditions apply to returns from incorrect orders or from goods that are not required. Warranty cases or other return obligations resulting from legal regulations are not affected by these conditions.

1. The returned goods must be in their original packaging. It must be in an undamaged, resalable condition and be part of the current catalogue.
2. The delivery date must not be more than one year ago.
3. The goods must be returned carriage paid to **“Gustav Hensel GmbH & Co. KG, Gustav-Hensel-Str. 6, Wareneingang, 57368 Lennestadt”**.
4. Custom-made products, special customer-related orders, discontinued types, incomplete packaging units and old designs are generally not taken back.
5. Stock clearances or returns will only be accepted after prior notice and written approval by sending the return slip by mail.
For this purpose we have set up the e-mail: **retouren@hensel-electric.de**
6. After proper return, we charge a 20% handling fee of the net value of goods.
7. Credit notes are issued to the original invoice recipient.

As of: January 2022

Gustav Hensel GmbH & Co. KG
Elektroinstallations- und Verteilungssysteme

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