Request for return 2026

SENDER

Company: .....

Contact: .....

Street: .....

Place: .....

E-mail address: ..... Tel.: .....

REGARDING

Device (item no.): ..... Serial no.: .....

Date of purchase: .....

Description/cause: .....

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Guidelines

CAUSE

If the reason for the return is an error on the part of Hanna Instruments, we will ensure that the goods are collected from you free of charge and fully credited. You must give us the opportunity to handle these logistical and administrative matters.

If the reason for the return is not an error on the part of Hanna Instruments, the possibility of return and the possible costs of return depend on the matters mentioned below.

1. Goods will only be taken back after consultation and written agreement.
2. Reagents and liquids are not taken back.
3. Returns are only possible within fourteen days of delivery.
4. If it is not a Hanna Instruments stock item, but a product specially ordered or manufactured for the customer, we generally cannot accept returns.
5. If it is a Hanna Instruments stock item, but the return due to the quantity disrupts the normal stock position, we will charge these additional costs or refuse the return.
6. If it is a Hanna Instruments stock item, we must be able to sell the product as new. For this we need, among other things, the original, unopened and unwritten packaging. If the product is not new, we cannot accept returns. If the packaging is missing or damaged, we

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cannot take it back.

7. The costs we incur for receiving, unpacking, sorting, returning to stock, creating and settling the credit note and the like will be charged at a flat rate of € 85.

METHOD

Method for returns where there is no shortcoming on the part of Hanna Instruments.

1. Before you return anything to us, you must first report this. You must then complete this form and send it with the goods.
2. The items to be returned must be delivered to us carriage paid.
3. After the goods have arrived in our warehouse, we will inspect the goods and inform you definitively about the return if this deviates negatively from what we previously indicated.
4. A return fee of € 85 will always be charged.
5. The credit note can only be settled against existing or future invoices.

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