ANITEC

RETURN & WARRANTY POLICY
Official Regulations & Procedure

1 GENERAL

ANITEC strives for high product quality and excellent service. However, in certain situations, it may be necessary to return a product, for example due to a defect, transport damage, or the statutory right of withdrawal. To handle a return correctly and smoothly, we request that you strictly follow the procedure below.

2 RETURN REQUEST

Contact must always be made with ANITEC prior to any return shipment. A return request can be submitted via email: **contact@anitec.be**.

Please always include in your request:

- Customer name and contact details
- Order or invoice number
- Item description and product type
- Reason for the return
- A clear description of the issue
- Photos and/or videos if relevant

Do not send products back without prior written permission from ANITEC.

3 RETURN DUE TO A DEFECT

When a product exhibits a technical defect, we ask the customer to contact ANITEC first. Depending on the nature of the issue, ANITEC may:

1. Provide remote technical support.
2. Propose a suitable solution or repair.
3. Dispatch necessary spare parts for repair.
4. Have the product returned for thorough examination or repair.
5. If necessary, provide a replacement product.

ANITEC determines, in consultation with the customer, the most suitable and efficient solution.

Warranty Terms (2 Years)

Our products are delivered with a **2-year warranty** from the delivery date, subject to applicable statutory provisions and exclusions. The warranty does **not** apply to damage resulting from:

- Incorrect use or operation contrary to the user manual.
- Improper installation, connection, or commissioning.
- Modifications or repairs not carried out by ANITEC.
- Damage caused by external factors, accidents, or improper handling.
- Normal wear and tear or insufficient/incorrect maintenance.

Consumers' statutory warranty rights remain fully applicable at all times.

4 RETURN DUE TO TRANSPORT DAMAGE

Upon receipt of an order, the customer must inspect the packaging and the product as soon as possible. In case of visible damage, we request that you take the following steps immediately:

1. **Take clear photos of the damaged packaging.**
2. **Take photos of the damaged product itself.**
3. **Have the damage noted directly on the delivery note/carrier document if possible.**
4. **Notify ANITEC immediately.**
5. **Send all relevant photos and documentation to ANITEC via email.**

When an order has been shipped with insurance, transport damage must be reported to the carrier according to applicable transport terms. The sender of the package is responsible for filing the claim. ANITEC will assist the customer and supply all necessary information.

Damaged goods must not be returned without prior consultation with ANITEC.

5 RIGHT OF WITHDRAWAL FOR CONSUMERS

For consumers making a distance purchase, the statutory right of withdrawal applies. The consumer has the right to revoke the purchase within **14 days** of receiving the product without specifying any reason. Return shipping costs and risks are borne entirely by the customer.

Statutory Exceptions	Conditions for Return
The right of withdrawal does not apply to: • Products manufactured to customer specifications. • Custom-made products. • Clearly personalized items.	*When exercising withdrawal, the product must be:* • Returned in its original condition as far as possible. • Complete with all accessories and attachments. • Carefully and securely packaged. • Not used beyond what is necessary to evaluate functionality.

The customer is liable for any reduction in value resulting from handling beyond what is necessary to assess the nature and function of the product. Damage occurring during return transit is at the customer's risk.

6 PACKAGING & SHIPPING

The customer must package the product carefully to avoid damage in transit. For return shipments of larger devices, such as **incubators and brooders**, we request to:

- Use sturdy, shockproof packaging.
- Sufficiently cushion the device against impacts.
- Provide extra protection on all corners.
- Transport the product upright (if required for the device).
- Ensure adequate shipping insurance.

7 Inspection & Assessment

Upon receipt, ANITEC inspects general condition, reported defects, and transport damage. Processing times depend on the issue and spare part availability.

8 Refunds

Refunds are issued using the original payment method within the statutory timeframe. ANITEC may withhold reimbursement until goods are received and inspected.

ANITEC BV
8880 Ledegem, Belgium • VAT: BE0795388914
Email: contact@anitec.be
Website: www.anitec.be