

FELDER KG

Machines + Tools for woodworking

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FELDER *FORMAT 4* Hammer *MAYER*

Dear customer!

We have just forwarded your order to our logistics partner. Before you receive the delivery in the next few days, we would like to inform you about some important details regarding the acceptance of goods.

Your satisfaction is important to us!

DELIVERY OF GOODS

It is important to us to always deliver flawless and undamaged goods. For this reason, all our machines and accessories are repeatedly subjected to very thorough inspections.

PACKAGING

Despite our conscientious quality assurance measures and careful packaging, we unfortunately cannot completely rule out the possibility that in a few isolated cases shipments may be delivered incomplete or damaged. Reasons for this are often improper handling during the delivery process or automated shipping systems.

YOUR INSPECTION

We therefore ask you to check your shipment carefully in the presence of the delivery person before confirming receipt of the goods. For this purpose, open the wrapping and check the products for any damages or defects. Please also check on whether you have received the correct number of packages according to the shipping documents. Enclosed we have put together a detailed examination guide for you.

Please allow yourself this time, because: the duty of examination lies with the recipient.

IN CASE OF DAMAGE

Please write down every apparent damage or defect as detailed as possible on the respective transfer documents as well as on the CMR (consignment note). Receiving goods „subject to reservation“ is legally ineffective. Of course, as the recipient, you have the right to refuse acceptance of the goods in the event of severe defects.

DAMAGE REPORT

To report a damage, defect or missing item, please use our Returns Portal. Damage reports must be submitted no later than 6 days after receipt of the goods.

ATTENTION: By signing the delivery note of the carrier, you confirm the proper receipt and condition of the goods. By doing so, you relieve the freight forwarder and supplier of any liability.

Thank you for your support and we extend our best regards,
Your Felder Group logistics team