

Shipping damage

Visible damage when goods are received shall be reported directly to the shipping company.

Damage / defect found during unpacking

Contact HD Rehab, indicate order number, article number, and serial number (if applicable) for the defective product. Defective products are to be returned to HD Rehab for inspection. Replacement product is then sent. Shipping cost is paid by HD Rehab if the damage is covered by the warranty.

Contact by email, info@hdrehab.se, or tel. 08-7670480

Damaged product during / after use

Check which warranties apply for the product. If the warranty applies, file a report with HD Rehab.

In the report the following should be covered:

- In what situation the problem occurred (i.e. in taxi service).
- In what environment the product is normally used.
- If the product has been adapted by someone other than HD Rehab.
- If the product is equipped with any components from other suppliers.
- If the product has been exposed to large or unusual stresses during use.

The serial number of the product must always be included in the report.

Indicate the customer contact person and how to reach them.

After the report a decision will be made if the product will be returned to HD Rehab.

Shipping documents for return shipping can generally be obtained from HD Rehab.

The information above should be included in writing with the product when it is returned.

Customer complaint form HD-03-04-05-E can be used if the customer so desires.

The form is available on the HD Rehab home page, www.hdrehab.se.

Shipping

Shipping cost for reclaimed product is paid by HD Rehab if the product meets the requirements for reclamation.

Replacement product

The customer receives a replacement product or repaired product. The replacement product is normally sent after the returned product has been inspected by HD Rehab, but an agreement can be made to send in advance. If the discrepancy is not covered by the warranty the costs will be billed.

Repair

After repairs are completed they will be accounted for to the customer in a customer report.