

## Return regulations

1. Contact our customer service p 09-870651 OR [support.fi@festo.com](mailto:support.fi@festo.com)
2. The Customer Center registers the case, and you receive a return number for marking the goods to be sent to Festo. Indicate who your contact person is in that case and by phone and/or email address.

The goods are sent:

Festo Oy  
Mäkituvantie 9  
01510 Vantaa

Do not send products without having contacted the customer center and received a return number!  
Goods without a Festo return number will not be processed!

3. The following applies to returns:

Notifications of less than €200 as an invoicing value per order line without VAT will not be accepted.

Only standard products are accepted. Returns/refunds are not accepted for customizable products, special products, x-strokes, used or damaged products, etc.

the products must be returned in unopened original packaging, return shipping is paid by the buyer. A copy of the invoice or the packing list must be included with the goods! If the return is due to our errors, we will deliver a new product as soon as possible and reimburse the buyer for the return shipping cost. For an unopened, intact standard product, we reimburse the buyer 50% of the product's value. If the package is opened / damaged, even if the product is otherwise unused, the refund is 25% (e.g., extra markings on the package). In the case of an opened/damaged package, but otherwise unused standard product, the reduction is 50%.