

Service Information no. 209

Returning Goods to Nilfisk-ALTO

If you have raised a claim in the Nilfisk-Alto WebClaim system, you will use the “claim number” as “the return number” and put this visible on the returned good.

In all other cases:

If you wish to return machines or accessories to Nilfisk-ALTO Food Division, you need an agreement and a return number from Nilfisk-ALTO.

It is very important that all goods returned to Nilfisk-ALTO Food Division for repairs or other reasons are identifiable as returned goods.

Nilfisk-ALTO does not accept any goods returned, unless returning the goods has been agreed with Nilfisk-ALTO before returning the goods!

Please contact Nilfisk-ALTO to make this agreement and to get a return number, which will identify the returned goods.

What can be returned:

- Working Stations:
 - Nilfisk-ALTO can repair or renovate stations if ordered by retailer.
 - Nilfisk-ALTO will issue a repair order, and invoice all repair costs (parts and time used).
 - Before returning any working stations, always get a return number from Nilfisk-ALTO.

- Accessories/spare parts:
 - Nilfisk-ALTO must agree before these parts are returned.
 - Only completely new and not used parts can be returned.
 - If the parts are accepted to be returned, Nilfisk-ALTO will issue a credit note for 85% of original purchase price to cover all handling costs.
 - Before returning any parts, always get a return number from Nilfisk-ALTO.

Should you need any further information do not hesitate to contact Nilfisk-ALTO Food Division sales department, direct tel. No.: +45 7218 2000.

Best regards
Nilfisk-ALTO Food Division

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