

Return Policy

Last updated: October 14, 2024

Please read this return policy carefully before using our Service.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or plural.

Definitions

For the purposes of this Return Policy:

- **Company** (referred to as either "the Company", "We", "Us", or "Our" in this Agreement) refers to IPF Industry s.r.o., Lidická 700/19, 623 00 Brno.
- **Service** refers to the Website.
- **You** means the individual accessing or using the Service, or the company or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Acknowledgment

This Return Policy governs the conditions under which refunds will be issued and the rights and obligations of all users regarding refunds.

Your access to and use of the Service is conditioned on Your acceptance of and compliance with this Return Policy. This Return Policy applies to all visitors, users, and others who access or use the Service.

By accessing or using the Service, You agree to be bound by this Return Policy. If You disagree with any part of this Return Policy, then You may not access the Service.

General Conditions

1. Return Period

Products purchased through our store can be returned within 14 calendar days from the date of delivery.

2. Condition of Returned Products

Returned items must be in their original condition, unused, undamaged, and in complete original packaging with all accompanying documents (instructions, warranty, etc.).

3. **Return Approval**

Returns are only possible after prior approval from our customer support. Please contact us via email at sales@ipf-industry.com for instructions on returning the product.

Custom and Special Orders

1. **Non-returnable Items**

Consumables made to order or customized according to customer specifications cannot be returned unless defective or damaged upon delivery.

2. **Seller's Rights**

The seller reserves the right to refuse the return of products that have been modified or tailored to individual customer specifications.

Return Procedure

1. **Return Request**

Customers must submit a return request to our customer support at sales@ipf-industry.com. Upon approval of the return, customers must send the product back within 7 days from the approval date. Return shipping costs are the responsibility of the customer unless the return is due to our error (e.g., defective product).

2. **Return Process**

Once we receive the returned item and inspect its condition, we will confirm receipt via email. If the return is approved, a return will be processed and returned to your payment method within 14 working days.

3. **Adjustments for Damaged Returns**

If the returned item is incomplete or damaged due to the customer's fault, the return amount will be adjusted accordingly.

Claims for Defective Goods

1. **Reporting Defects**

If you receive a defective product, please contact us immediately with a detailed description of the defect, including photographs.

2. **Resolution of Claims**

Defective products will be repaired, replaced, or refunded, including shipping costs, within 30 days of claim submission.

Exclusions from Refunds

1. **Used Items**

Items that have been used or show signs of wear cannot be returned unless the reason for the return is a defect in the product.

2. **Consumable Items**

Consumable items that are prone to quick wear (e.g., electrodes, nozzles, abrasive discs, etc.) cannot be returned after use.

Changes to This Return Policy

We reserve the right, at our sole discretion, to modify or replace this Return Policy at any time. If a revision is material, we will make reasonable efforts to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, You agree to be bound by the revised terms. If You do not agree to the new terms, in whole or in part, please stop using the website and the Service.

Contact Us

If you have any questions about this Return Policy, you can contact us:

- By email: sales@ipf-industry.com