

Cancellation policy for Screw Chillers

For Multiple Scroll and Screw chiller products a special Cancellation Policy will be applied as follows.

Any order changes (No matter if on requested delivery date or Material, Prices,...) are only possible upon our express and written consent.

If the order change is affecting production schedule and occurring between 3 weeks and 1 week before scheduled delivery date we reserve the right to charge certain materials re-stocking costs. If the order change is occurring less than 1 week before scheduled delivery date the production schedule cannot be changed so the unit(s) will be invoiced, ownership of risk will be transferred to the customer and units will be put in stock waiting for shipment. Also in this case we reserve the right to change certain materials re-stocking costs.

For order changes to the Bill Of Materials (without changing unit model and/or version) there will be generally charged a minimum amount of 500, - EUR for handling the change order. If the order change is occurring between 2 weeks from order entry date and 3 weeks before scheduled delivery date we will charge in addition 10% of removed order value. If the order change is occurring between 3 weeks and 1 week before scheduled delivery date reserve the right to charge certain materials re-stocking costs. An order changing the Bill Of Materials (without changing unit model and/or version) is not possible less than 1 week before scheduled delivery date.

For order changes effecting Model or version change or for order cancelations which are occurring up to 2 weeks from order entry date we will charge 500, - EUR for handling the change order plus 2% of the order value. If the change order is occurring between 2 weeks from order entry date and 3 weeks before scheduled delivery date we will charge 500, - EUR for handling the change order plus 10% of order value. If the change order is occurring between 3 weeks and 1 week before scheduled delivery date we will charge 500, - EUR for handling the change order plus 10% of order value and reserve the right to charge certain materials re-stocking costs. If the order change is occurring less than 1 week before scheduled delivery date the changed will not be accepted so the unit(s) will be invoiced, ownership of risk will be transferred to the customer and units will be put in stock waiting for shipment. Also in this case we reserve the right to charge certain materials re-stocking costs.

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