

Return Policy

LIAG – LÄUFER International AG

Issue: 01/2022

This policy is intended for returns that are not covered by product warranty, i.e. wrong valve type or part was ordered, customer canceled order, etc.

Before returning any product, contact us for a Returned Material Authorization Number (RMA#) within 14-days after delivery. This will eliminate confusion when the parts are received and facilitate processing the return.

No action will be taken on returned parts without an RMA, already used parts or later than 14-days after delivery.

Type of Return Restocking Charge:

Standard valve(s) and standard parts with a replacement order 20%. Standard valve(s) and standard parts without a replacement order 35%.

Additional restocking charges up to 100% may be assessed for the following circumstance:

Special customized valves and pigging launching-/receiving or pigging product pushing out stations are not returnable anymore for any work in progress items (usually from the date of order confirmation) unless we have a use for them. Credit will be determined on a case-by-case basis.

Credit will be issued only after parts are returned DAP/DDP 88682 Salem / Germany, and inspected. Customer is responsible for packaging parts so they are returned in "as new" condition. Any labor required by LÄUFER to return the parts to "as new" condition will be deducted from the credit.