

Product Return & Warranty Policy

1. General

This Product Return & Warranty Policy is intended as a supplement to our General Terms and Conditions of Sale and Delivery, based on ORGALIME S2012 with HB Products A/S amendments. In the event of any conflict between this policy and our General Terms, the provisions of the amended ORGALIME S2012 conditions shall prevail.

1.1 Products not purchased directly at HB Products A/S

HB Products A/S does not process returns, exchanges, or warranty claims for products not purchased directly from us. Please contact your original point of sale.

1.2 Shipping costs and risk for returned products

Unless otherwise agreed in writing, customers are responsible for the shipping costs and the risk of loss or damage when returning products to HB Products A/S, whether for return, exchange, or warranty evaluation. If the return is accepted under warranty, HB Products A/S will credit the original shipping cost and return the product at our expense and risk.

1.3 Processing time

HB Products A/S aims to respond to requests within 2 business days from the time of customer contact.

For returned products, we aim to complete inspection and provide a decision within 10 business days of physical receipt. In complex or exceptional cases, the processing time may be extended. Customers will be informed accordingly.

2. Product Returns & Exchanges (Non-Warranty)

2.1 Return of standard products

Standard (non-customised) products may be returned for credit if:

1. The product is unused and in resaleable condition
2. The return is requested within 3 months of the invoice date
3. The product line item exceeds a net value of EUR 50 (or equivalent in the order currency)
4. The return is approved in writing by HB Products A/S

HB Products A/S reserves the right to inspect and reject returned products that are damaged or otherwise deemed unsuitable for resale at our sole discretion.

2.2 Customised products

Products that have been configured, customised, modified, or private-labeled according to customer specifications are non-returnable unless explicitly agreed in writing.

2.3 Return and exchange process (Non-warranty)

For product returns that are not covered by warranty, HB Products A/S apply the following measures:

1. Apply a return handling fee of up to 15% of the net product value
2. Decline credit of related charges, including order administration fees, freight administration fees, and any shipping costs originally invoiced by HB Products A/S

To initiate the process, the customer must send an e-mail to: QA@hbproducts.dk with the following:

1. HB Products A/S Sales Order Number
2. Clarification on whether the product is to be returned or exchanged
3. Product details (if exchange), preferred delivery date and address

4. Ensure the HB Products A/S Sales Order Number is stated on all documents and packaging

Our standard product exchange process is as follows:

1. The replacement item is added to your existing purchase order.
2. The replacement product will be delivered and invoiced as usual.
3. Once we receive the returned product, it will be inspected, and if accepted, it will be credited in accordance with our return conditions.

3. Warranty Claims

3.1 Standard warranty

Unless otherwise stated for specific product groups, HB Products A/S provides a warranty of 12 months from the date of commissioning, or 18 months from the date of invoice – whichever comes first.

3.2 pH and gas sensors

Due to their limited shelf life, pH and gas sensors are covered by a warranty of 12 months from the date of invoice, regardless of commissioning.

3.3 Warranty conditions

The warranty applies only to defects resulting from faulty design, materials, or workmanship. It does not cover defects caused by, including but not limited to, improper installation, misuse, lack of maintenance, or unauthorised modifications.

If a product is found to be free of defects or the claim is rejected, HB Products A/S reserves the right to:

1. Charge a reasonable inspection and handling fee based on time spent
2. Return the product to the customer at their expense and risk

The full legal framework governing liability and warranty limitations is described in section 4 of this policy.

3.4 Warranty claim process (RMA Required)

If a customer wishes to return a product, a Return Material Authorisation (RMA) number must be issued by HB Products A/S before the product is sent.

To initiate the process, the customer must:

1. Download and complete the RMA form: [HB Products RMA Form](#)
2. Send the completed form to: QA@hbproducts.dk

Upon review, HB Products A/S will assign a unique RMA number and return the form to the customer.

This RMA number must be clearly stated on all documents and packaging related to the return.

Please note: Issuance of an RMA number does not constitute acceptance of a warranty claim. It only confirms that the product may be returned for inspection.

RMA numbers are valid for 30 calendar days from the date of issue. HB Products A/S reserves the right to cancel the RMA if the product is not returned within this period.

4. Legal Basis

To the extent permitted by law, HB Products A/S shall not be liable for any indirect or consequential loss, including but not limited to loss of profit, loss of production, damage to other equipment or installations, or other commercial losses arising from the use or failure of HB Products A/S' components.

This limitation applies to the fullest extent permitted by law and is in accordance with the

General Terms and Conditions of Sale and Delivery (based on ORGALIME S2012 with HB Products A/S amendments).