

RMA PROCEDURE

In case our products do not meet your expectations, we want to resolve this as quickly as possible. To be able to serve you promptly, it is important that we receive the correct information as listed below.

1. Do you have enough good products in-house to continue with your production?
Yes / No / Not-applicable.
2. Cause of the claim:
 - Received wrong product.
 - Product arrived damaged.
 - Product doesn't work properly.
 - Product doesn't meet the requested dimensions.
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3. Product name.
4. Machine: Brand and type.
5. Photo of the label on the box/reel for traceability.



Example label

6. Photos or a video of the problem will help us to properly assess the problem and to provide you with the right advice quickly.
7. How many products are involved?

When you have the above information complete, you can contact your distributor or Schutte Sales contact person, who will take action to resolve the problem for you as quickly as possible:

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