

EURACRYL EXCHANGE (Exchange service)

After purchasing a EURACRYL ES type tool, the customer is entitled to receive to the conventional SERVICE STANDARD from EURACRYL GmbH.

On the contrary, the SERVICE EXCHANGE is an additional voluntary service. Here, EURACRYL GmbH reserves the right, independently of the conditions of participation, to individually decide which tools or which customers can participate in this procedure.

CONDITIONS OF PARTICIPATION

This service can only be started with ORIGINAL TOOLS of EURACRYL GmbH (not with tools plagiarized, manufactured by themselves or modified). These have to be new (not used or already resharpened previously).

This service can only be continued with intact tools (not with defective or extremely worn tools that can no longer be resharpened). These have to be exchanged regularly (at least once a year). Tools resharpened by companies other than EURACRYL GmbH are excluded from participation.

BASIC PRINCIPLE OF THE EXCHANGE SERVICE

When participating in the SERVICE EXCHANGE, the worn tool (customer tool) is replaced by another sharp tool. The last tool sent to the customer passes to his property. The tool sent by the customer passes to property of EURACRYL GmbH.

The INITIAL VALUE of the tool purchased by the customer will be maintained during the participation in the SERVICE EXCHANGE and will be returned to the customer after the end of the participation in this service.

TERMINATION OF PARTICIPATION

The customer may at any time terminate his participation in the SERVICE EXCHANGE.

Termination can be done without prior notification. The customer simply keeps the tool that is in his possession at that moment or with prior notification. In this case, with the last SERVICE EXCHANGE, the customer receives the service invoice as usual and also a completely new tool with the initial value that passes to his property.

Recommendation: *Make use of the termination of participation in the SERVICE EXCHANGE with a prior notification, as this is the only way you can use your right to a NEW TOOL with the initial value.*

ATTENTION: The right to a new tool ends in case of violation or breach of the conditions of participation.

HOW DOES THE EXCHANGE WORK?

The exchange is made after the reception and testing of the tool to be replaced (customer's tool). If the tool is in OK, the customer will immediately receive a REPLACEMENT TOOL. If the customer's tool is not in OK, is a REPLACEMENT no possible.

The replacement tool will be sent immediately after reviewing the customer's tool within a period of 24 hours. Unless the client requests otherwise, the shipment will be carried out by our courier service.

Recommendation: *take note that with the SERVICE EXCHANGE there is a loss of production between the sending of the old one and the receipt of the new tool. To avoid this, we recommend buying an additional tool.*