

REHM SERVICE | EVERYTHING YOU NEED FOR WELDING TECHNOLOGY



Delivery

We deliver our machines cost free ex-works. Different conditions apply to the delivery of accessories: From a minimum order value of EUR 250.00 we deliver free of shipping costs (within Germany). For orders of less than EUR 250.00 a fixed shipping cost of EUR 8.95 will be applied for deliveries up to 30 kg within Germany. Different conditions apply to the delivery outside of Germany. Different delivery conditions also for pure wire deliveries. Particularly heavy and bulky items and hazardous goods are sent directly ex-works. For special orders the applicable shipping and packaging cost are order based.



Minimum order value

The minimum order value is EUR 50.00. For an order of value less than EUR 50.00 we apply a minimum quantity surcharge of EUR 15.00.



Exchange/return

We accept returns by prior arrangement with our customer service under the telephone number +49 7161 3007-77, if the goods are returned free of charge, unused within 14 days of delivery and in the original packaging. To cover our costs we must apply a handling charge of 15% of the credit value, with a minimum charge of EUR 15.00. Special orders are non-returnable. Complaints will only be processed in writing stating the reason.



On-site consultation

For "rapid information" and to answer questions that the catalogue / price list cannot provide we are happy to provide personal assistance under the telephone number +49 7161 3007-77. Our application support can be contacted under the telephone number +49 7161 3007-47.



Prices

Prices can be found in our price list or on request. Prices are exclusive of VAT.



Service

Our service workshop can provide a cost effective and rapid repair service for all electrical welding and cutting equipment including torches. You can reach us Monday – Thursday from 7:30 a.m. to 5:00 p.m. and Fridays from 7:30 a.m. to 2:00 p.m. under the telephone number:

- REHM customer service electrical welding and cutting equipment: Telephone no. +49 7161 3007-85
- REHM customer oxy-fuel technology service: Telephone no. +49 391 6200904

We would be happy to arrange for the collection of your welding and cutting equipment. One call to our REHM customer service department is enough, we will organize everything else.



Warranty

5 year warranty on power transformers and output chokes and 3 year warranty on all REHM welding and cutting equipment, in accordance with our warranty provisions. The proper handling, treatment and use of our equipment in accordance with our operating instructions are prerequisite for granting warranties. Wear and consumable parts are excluded from warranty. The statutory warranty provisions according to our general terms and conditions remain unaffected. Our warranty provisions can be viewed on our website under www.rehm-online.de. We will also send our warranty provisions on request.

Valid from 01.05.2020. All statements without guarantee. We apologize for any typographical and printing errors.