PROCEDURE SAV 2026

First of all: check the product warranty.
Avasco products have a warranty of 5 years after purchase. The warranty is valid if the rack has been correctly assembled according to the supplied assembly instructions and if the product has been used under normal conditions.

Transport damage must be reported upon first receipt of the goods on the carrier's CMR and reported via sav@avasco.be. Damage occurring during secondary transport (not delivered by Avasco to the end customer who reports the issue) does not fall under Avasco's responsibility and will therefore not be accepted.

To make a warranty claim, it is mandatory to provide proof of purchase (the customer's receipt or the purchase invoice). Avasco undertakes to intervene if the reported defect is confirmed. Please send us a clear photo of the batch number printed on one of the racks, together with a photo and description of the defect: sav@avasco.be.

Service requests (SAV) are handled within a minimum period of 10 days (case + root cause investigation), except during holiday periods, when the period is 20 days.

In case of a defective item or missing parts after unpacking the product:
If a complaint is justified, and depending on the destination and the type of non-conformity, Avasco will decide whether to take back the goods, send replacement parts, or issue a credit note (with a maximum value equal to the invoiced amount of the item concerned).

The final decision regarding the handling of the service file always lies with Avasco. Any deduction of the value of an unpaid invoice is only possible with Avasco's approval and after receipt of a credit note.

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