



JVL A/S  
Bregnerødvej 127  
DK-3460 Birkerød  
Denmark  
Tel: (+45) 45 82 44 40  
Fax: (+45) 45 82 55 50  
E-mail: [jvl@jvl.dk](mailto:jvl@jvl.dk)  
Web: [www.jvl.dk](http://www.jvl.dk)  
CVR no.: 18 53 23 79  
VAT no.: DK18532379  
Bank: Danske Bank

## Order and payment instruction for JVL A/S

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### How to order:

To place an order please use one of following methods:

- Send the order to e-mail: [sales@jvl.dk](mailto:sales@jvl.dk)
- Send the order to fax: +45 4582 5550

We appreciate if the order contains following information:

- Our item no.
- Delivery address
- Invoice address
- VAT/CVR no.
- Contact person and email or tel no.
- Requested delivery date
- Shipping instructions such as account no. type of shipping etc.

If you have any questions concerning order handling please feel free to contact us on phone: +45 4582 4440 or email: [sales@jvl.dk](mailto:sales@jvl.dk)

### Payment instructions:

All invoices can be paid in DKK, EUR or USD. Make wire transfer to our bank using the following information:

VAT-no. .... : DK 1853 2379  
CVR-no. .... : 1853 2379  
PBS-no. .... : 0240 2319  
S.W.I.F.T. .... : DABADKKK  
A/S reg. no. .... : 221.855  
Bank ..... : Danske Bank  
Branch ..... : Munkeengen 30. 1. sal  
Branch address. .... : DK-3400 Hillerød, Denmark

Account-no [DKK]. .... : 1471 4130098703 (DKK)  
IBAN ..... : DK74 3000 4130098703  
Currency ..... : DKK

Account-no [EUR]. .... : 1471 4130468624 (EUR)  
IBAN ..... : DK06 3000 4130468624  
Currency ..... : EUR

Account-no [USD]. .... : 1471 3170663586 (USD)  
IBAN ..... : DK13 3000 3170 6635 86  
Currency ..... : USD



**Condition of bank expenses: share**

If you have any questions concerning payment or related matters please feel free to contact our accounting department at e-mail: [accounts@jvl.dk](mailto:accounts@jvl.dk)

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**RMA terms**

Please read terms carefully. Please take note of the minimum investigation and test fee for products outside warranty.

**Repair, investigation and test Costs:**

For products outside warranty or if no faults found there is a minimum charge for investigation and testing. For motor/controller/driver 1 hour (134EUR) and for modules ½ hour (67EUR). DHL freight will also be added if outside warranty repair.

We will repair and return if repair cost is below 40% of new 1 pcs selling price. If repair cost is above 40% will additional repair cost be quoted for your approval before the work is started.

Please inform us within 3 days if you don't want us to investigate, repair and test your product and want shipment to be returned.

**Returning for repair:**

Our goal is to ensure that you have a working product as quickly as possible. Often issues can be resolved without having to return the product. (for example, with updated software or firmware).

If the product needs to be sent back to JVL, please provide an accurate description of the problem.

When we receive the product we will perform a series of standard tests. Depending on the type of error we will recommend whether to repair, replace or upgrade.

If we do not find an error, the standard fee for investigation and testing will be charged and the product returned with its test report. Please consult with us to find the true cause of the problem.

**Returning for repair when under warranty:**

If the product is within its warranty period, you may return a product for repair or replacement. You are responsible for shipping costs to JVL. JVL will pay normal economy shipping cost when we ship back to you.

**Returning for repair outside warranty:**

If you are outside of your warranty period, you may return your product for repair. A fee will be charged for investigation and testing.

You are responsible for shipping costs to JVL.

**Time budget:**

Please allow 2 weeks for results from investigation and testing. We use specialized technicians for investigation and testing. Some tests take 24 hours or more.

Depending on error and type of repair, final tests are often required to ensure a perfectly working product. Take note that for older product range special components may be needed. This will increase the time for a repair.

Please allow 2 weeks for outside warranty repair from when we have received a valid purchase order number. If you need fast repair please always send a purchase order number along with the shipment.



### **Break down / Urgent repair:**

We understand the seriousness of a production breakdown. We offer several solutions to get you up and running again as quickly as possible.

- Front of the line express repair. The fee for this service can vary depending on if you want us to work overtime, in the weekend etc. Please contact us.
- Product swap. Consider swapping your product with a refurbished product at a fixed cost. Please contact us to check availability.
- Delivery from local stock in your area. Your local distributor or neighbor may have the exact same motor on stock. Handling fee and express delivery charges will apply.
- The option to swap or replace with a new product is not covered by your original products warranty. You should still send the faulty product for repair. Once repaired, you will then have a spare on stock if any problem should arise in the future.

### **Returning for Refund or exchange:**

If you are within 14 days of purchase you may return your product for a refund, minus a 30% restocking fee. An RMA number is still required. You are responsible for shipping costs to JVL.

### **Returns and exchanges have certain restrictions:**

- Only standard stocked products may be returned.
- Product must be unused and returned in its original packing.
- No signs of wear or mounting is accepted.

The following Products may not be returned or exchanged:

- Made to order products
- Customized products
- Non stocked products from 3. party suppliers.

### **Status enquiry**

We will update you with our progress during the repair process. During the process you may still want more information.

Please send inquiries about repair status to [rma@jvl.dk](mailto:rma@jvl.dk) with the RMA number in the subject line.

### **Warranty**

The warranty period is one year for our products and 3 months on repaired parts.

Best regards  
Mads Vernon Jørgensen  
CEO