Returns & Refund Policy

Returning parts you ordered from BOS Homogenisers | Effective 7 November 2026

Ordered a part that turns out not to be what you need? No problem. You can return it within 30 days – as long as it is unused and you contact us first.

In short

- 30 days to request a return, counted from the day you receive the item.
- The item must be unused and in its original packaging.
- Always contact us before sending anything back.

1 Return period

You have **30 days** from the day you receive your item to request a return.

2 Conditions

To be eligible for a return, the item must be:

- unused and in the same condition as you received it;
- in its original, undamaged packaging;
- accompanied by proof of purchase, such as your order confirmation or invoice number.

3 How to return an item

Step	What happens
1. Contact us	Email sales@boshomogenisers.com with your order or invoice number, the part number and the reason for the return.
2. Approval and instructions	If your return is approved, we send you instructions on how and where to send the item.
3. Ship the item	Pack the item carefully, in its original packaging, and send it following our instructions.
4. Inspection and refund	We inspect the item on arrival and inform you about the refund.

4 Returns we cannot accept

Items sent back to us without prior approval will not be accepted.

5 Terms of sale

All transactions are subject to our general terms of sale, deposited with the Chamber of Commerce under number 3327.

6 Questions

For any question about returns, contact us at sales@boshomogenisers.com or call +31 (0)35 303 7190. We are happy to help.

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