



If You Have a Claim

- Enter our homepage, www.kelpie.se, fill in the claims form and mail it directly to Kelpie (or fax no. +46- 40 938115). Don't forget the model and the serial number of the BPHE. All claims must be duly reported to Kelpie on this form, or they will not be accepted.
- If Kelpie requests it, you will be required to send the heat exchanger in question DDU (Delivered Duty Unpaid) to:
Kelpie AB, Hanögatan 5, S-211 24 Malmö, Sweden

Enclose a copy of the claims form with each BPHE.

- After we have received a complete claims form, (and possibly the actual BPHE) we will notify you within two weeks after the completed examination, stating whether the claim will be accepted or not.
- If the claim is accepted, we will send you a new BPHE without any cost, and also reimburse you for the transportation. You could also receive a credit note. The BPHE will be rejected after the examination.
- If the claim is not accepted, the BPHE will be rejected after 30 days.