



## Complaint and return shipment

### Complaint:

The forwarder / Courier has to be informed immediately about defective packages. The complaint has to be noted onto the shipping order, enabling us to charge its costs to the forwarders / couriers account. Belated announced damages in transit can not be accepted. After goods receipt it has to be inspected immediately. Defects have to be advised to us within two days after goods receipt. Later advised defects will be as occurred after receipt.

### Return shipment:

Before you return goods to us please contact our sales staff regarding the handling of the return, its shipment and its acceptance. You have to pack the goods correctly before you return them and add a delivery note quoting our reference number and specifying the reason for the return. Incorrect shipment and missing information (sender/address/delivery note) will be charged with 25 €.

These arrangements serve the fast and smoothly processing of complaints and reshipments.

Company: \_\_\_\_\_ Accountno: \_\_\_\_\_

Reason for reshipment:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Item number	Description	Quantity	Delivery note

Date / Signature: \_\_\_\_\_