

Returns Note

When returning goods, please always enclose a completed returns note and a copy of the invoice or delivery note.

Company / Name: _____	Phone No. for Queries: _____
Customer No.: _____	Product: _____
Post Code / City: _____	Order No. / Serial No.: _____
Contact Person: _____	Order Date: _____
Email Address: _____	Invoice No.: _____

Please indicate the reason for your return:

The delivered goods do not meet my expectations.

The delivered **goods do not match our order.**

Please send a replacement

Credit note

Reason: _____

The goods were **ordered incorrectly.**

Please deliver according to the order dated _____

Credit note

Reason: _____

The delivered new item **is defective.**

Please send a replacement

Credit note

What is defective? _____

The used item **is defective.**

What is defective? _____

Please send us an quote for a repair

Please proceed with the repair according to the quote number: _____

Submission for **conversion / retrofitting.**

What needs to be done? _____

Please send us an quote for a conversion / retrofitting

Please proceed with the conversion / retrofitting according to quote number: _____

The delivered goods **were initially for inspection** (Note: The return period is 3 weeks after delivery)

Comments / Notes:

Returns WITHOUT the complete set of items (without the return slip and without a copy of the invoice or delivery note) cannot be processed. If these documents are not provided within 4 weeks, the return will be sent back to the customer at their expense. Returns must always be securely packaged. Inspection items and wrong deliveries must be returned in the original packaging. If you have not received a replacement delivery or credit note within 2 weeks of returning the goods, please provide us with a brief update.

Please note the following points before returning the goods:

- ✓ The return slip must be fully completed and signed and attached to the package.
- ✓ A copy of the invoice has been enclosed with the return.
- ✓ The product must be cleaned and disinfected before dispatch.

Date

Signature