

Letter to your returns delivery

* Name / Company:

* Address:

* Customer No.:

* Contact person in your company:

* Telephone number:

* E-Mail:

Your delivery note:

Rejection notification number:

* **Number of returned parts:**

* **Our Order No.:**

* **Our Invoice No.:**

Reason for return (Please tick)

Wrong delivery address

Wrong product or configuration

Technical complaint

Explicit reason for return

(in detail, what is complained about and how is this expressed or what is to be changed)

With regard to your products-return, we expressly point out the following:

Where complaints concern gas springs, tension springs and dampers, please note that these products are sealed systems. In most cases the product must be opened, and consequently destroyed, in order to carry out a fault analysis.

In order to fully test the products you have returned, we need your consent for our quality department to open the parts for testing, thereby destroying them, and for the parts to be scrapped afterwards.

If you do not agree to this, the parts can only be inspected visually, which often makes it impossible to produce a definitive clarification of the cause of the complaint. If, in this case, your complaint is rejected, and you request the return of the parts, such return shall be at your expense and your risk.

Yes, I agree that the returned products can be opened for inspection, and thus be destroyed, and that the parts will be scrapped immediately on approval of the claim (and issuance of a corresponding credit note). If the claim is rejected, the parts will be scrapped 4 weeks after written notification.

No, the returned products must not be opened for testing. The inspection should be purely visual. If the inspection upholds a warranty claim, the products will be scrapped. In the event of a rejection, the products will be returned at my expense and at my risk.

Date: _____ Signature: _____