

- Please fill out the return slip completely.
- Please send the completed return form in advance by e-mail to retoure@eckelmann.de.
- Please send the return with the printed return bill to:

Eckelmann AG
Reparaturabteilung
Berliner Str. 161
DE-65205 Wiesbaden

Retour number Eckelmann if assigned:

Your Complaint number:

Reason of delivery:	Repair according to cost estimate
	Preparation of a cost estimate
	Return / warranty case
	Inspection / overhauling
	Infeed to order number
	Other

Sender :

Company
Adress and/or
Customer number

Commercial contact	Position
Phone	E-mail

Technical contact	Position
Phone	E-mail

Other contact	Position
Phone	E-mail

Contact person at Eckelmann AG

Returned products

Pre-exchange ordered						Description of defect / Remarks
Yes	No	Quantity	Serial number	Version number	Article code	
		Modell / Manufacturer		Order number / Number delivery note		
Pre-exchange ordered						Description of defect / Remarks
Yes	No	Quantity	Serial number	Version number	Article code	
		Modell / Manufacturer		Order number / Number delivery note		
Pre-exchange ordered						Description of defect / Remarks
Yes	No	Quantity	Serial number	Version number	Article code	
		Modell / Manufacturer		Order number / Number delivery note		
Pre-exchange ordered						Description of defect / Remarks
Yes	No	Quantity	Serial number	Version number	Article code	
		Modell / Manufacturer		Order number / Number delivery note		

For further items, please fill out this form again.

You will find further important information on complaint processing on the following page.

>> INFORMATION ON COMPLAINTS HANDLING <<

This page is for your information and does not have to be sent with the returned goods.

- Please include the above form with the return shipment. This information is important to correctly allocate the delivery and take further steps.
- Eckelmann AG reserves the right to refuse deliveries or to return them with costs if they cannot be clearly allocated.
- Please use the corresponding return number for each correspondence. If you have received a return number in advance, be sure to enter it on the form.
- Please note in the field **[contact person at Eckelmann AG]** your responsible customer advisor in sales. This is particularly important if you have discussed a settlement agreement in advance.
- Please note that it takes time to record, evaluate and repair a product. **A processing time of 4-8 weeks** is usual. However, in individual cases the time may be shorter or longer.
- If you need an immediate exchange for a returned product, please order a new product via the regular ordering process. In this case, mark the item "Pre-exchange ordered" (see item number under "Returned products"). In this case, we will check whether processing by credit note is possible. However, there is no entitlement to a credit note.

Recognition

A justified complaint can only be recognized if the following minimum requirements are met:

- The product is within the warranty,
- The defect was already present at the time of delivery,
- The product is in its original condition

In the event of acceptance, Eckelmann AG reserves the right to decide freely on further processing. This may be, among others, a REPAIR, a REPLACEMENT or a GOODWILL.

Rejection

In the event of an unjustified complaint, Eckelmann AG reserves the right to charge you a processing fee of 180€. In case of a chargeable repair, this lump sum will be charged.

Goodwill

Any form of goodwill is to be considered a one-time special benefit.