

COMPLAINT FORM

Dear customer,
our highest goal is to deliver products with which our customers are completely satisfied with. If this should not succeed once and there is reason for complaint, we would like to make the process easier for you with this online form and guarantee a fast handling.

We kindly ask you to use this online form to contact us before sending us the product. We kindly ask you to attach pictures of the defective product. This will make it much easier for our colleagues to process your complaint. If you have purchased the product in one of our stores, please also submit the scanned or photographed receipt.

We would like to point out that complaints received by us without any information or consultation with our customer support must be returned to the customer unprocessed. This may result in costs for you as a customer. It is imperative that you send us the completed form before you return the item to us by mail. We ask for your understanding!

PLEASE FILL IN THE BLANK:

Customer number:

Ticket number (will be filled by our team):

Name:

Addresse:

Email:

ARTIKEL THAT WILL BE SEND BACK TO RECLAIM:

Article bought

On:

Where:

Order number, Number of the invoice or
number of the receipt from our store:

Article description:

Amount:

REASON FOR COMPLAINT: IMPORTANT HERE IS THE EXACT ERROR DESCRIPTION, -MALFUNCTION,
-TYPE AND LOCATION