

**Return of Delivered Goods from LEDCON Systems GmbH**

Dear customer,

In case there is a reason for returning or complaining your order, we kindly ask you to fill out the attached questionnaire and enclose it to the returned goods. Only this way we can process your return as quickly as possible.

**To avoid any misunderstandings and unnecessary costs please note the following points:**

- a) In case of open damages of the goods, caused by transport, please contact our shipping department as soon as possible. In any case, get the damage confirmed in writing on the consignment note at delivery.
- b) Never send any goods to us freight forward. Shipments without sufficient postage are rejected by our incoming goods department and will be sent back to the sender on your costs.
- c) If possible, send goods in their original packaging. Goods with transport damages caused by insufficient packaging are rejected by our incoming goods department.
- d) In the case of exclusion of implied warranties costs may arise. In the event of a repair order not being issued, the costs of the expense for an estimate will be charged.

**Without the document being filled in properly, we cannot process your return. The goods will be returned to the sender immediately!**

Please fill in this service record as complete as possible and attach it to your return.

Processing your return without this record is not possible.

**Your Data**

<b>Customer ID.:</b> _____	<b>Different return address (if desired)</b>
Company: _____	Company: _____
Street: _____	Street: _____
Postcode/City: _____	Postcode/City: _____
Phone/Fax: _____	Phone/Fax: _____
Mail: _____	Mail: _____

**The following devices are returned** (Order data to be found on the delivery note)

Order Number / Invoice Number: _____	LED CON Contact Person: _____
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Quantity:	Article Number:	Article Description:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Reason of the complaint**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Goods defective (defect description)     | <input type="checkbox"/> Goods not ordered     | <input type="checkbox"/> Replacement return |
| <input type="checkbox"/> New goods defective (defect description) | <input type="checkbox"/> Goods ordered falsely | <input type="checkbox"/> Sample device      |
| <input type="checkbox"/> Wrong goods defective                    | <input type="checkbox"/> Transport damages     | <input type="checkbox"/> Other reason       |
| <input type="checkbox"/> Wrong quantity (addendum)                | <input type="checkbox"/> Demo goods            | <input type="checkbox"/> _____              |
| <input type="checkbox"/> Chargeable repair                        |  |   |
| <input type="checkbox"/> Cost estimate                            |  |   |

Defect description/ addendum (as precisely as possible):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Express treatment**

- Express treatment wanted (5 working days)

15% of the repair price will be charged more. This is solely the desire for express treatment. You can not insist on that.