

Return of goods delivered by LEDCON Systems GmbH

Dear customer,

should you have a reason for return or complaint, we kindly ask you to fill out the enclosed questionnaire as completely as possible (fillable PDF), print it and enclose it with the goods to be returned. This is the only way we can process your return as quickly as possible.

To avoid misunderstandings and unnecessary costs, please note the following points: .

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

- a) In case of obvious damage of delivered 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 upon delivery.
- b) Always send us goods shipments with sufficient postage. Shipments that do not have sufficient postage or are not carriage paid will be rejected by our incoming goods department and returned at the sender's expense.
- c) If possible, send the goods in the original packaging and, if necessary, additionally sufficiently protected against transport damage. Goods with obvious transport damage, e.g. due to insufficient packaging, will be rejected by our incoming goods department.
- d) Costs may be incurred in the event of exclusion of the statutory warranty. If no repair order is placed, the cost of a cost estimate can be invoiced.

Without the properly completed documents, we cannot process your return immediately and may return the goods!

Thank you for your assistance

Your Service Centre Team

SERVICE NOTE

Please fill out this service note as completely as possible and enclose it with your return.

Processing your return without this service note will result in considerable delays.

Your Data

Customer ID.: _____	Different return address (if desired)
Company: _____	Company: _____
Street: _____	Street: _____
Postcode/City: _____	Postcode/City: _____
Phone/Fax: _____	Phone/Fax: _____
eMail: _____	eMail: _____

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.

SERVICE NOTE