

Application form for return consignments

RS-Nr.: 

For your information the grey boxes are filled in by R+M.

The choice of perfection

R+M de Wit GmbH Bertha-Benz-Allee 7-11 42579 Heiligenhaus Deutschland	Customer number _____ Company name _____ Street _____ Postcode / City _____ Contact person _____
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Product data**Information about application**

Item number *° _____ Short term _____ Quantity*° _____ Order number *° _____ Invoice number *° _____ Date of invoice _____	Field of application ° _____ Time of operation ° _____ Flow medium ° _____ Temperature ° _____ Operating pressure ° _____ Volume flow ° _____
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* marked fields have to be filled in in case of ordinary return consignments
 ° marked fields have to be filled in in case of complaints

Description of malfunction in case of complaints and reason for return

Date
Signature

(Attention: "broken" is not a significant description and therefore not accepted as a reason for a return consignment.)

Your desired way of processing your return consignment

Credit
 Replacement
 Repair

As a matter of principle return consignments to R+M have to be effected carriage paid.
 In case of justified complaints freight costs are refunded by us.

Conditions for return shipments R+M / Suttner:

- Return shipments must be announced to the sales department in advance by e-mail or phone and can only be processed if our RS number is stated and the return shipment form is completed and enclosed to the consignment.
- Unannounced return shipments will not be processed and we reserve the right to return them to the sender on a freight collect basis.
- A return shipment shall be effected within 14 days as from the invoice date. If return shipments are effected later, we charge a handling fee amounting to 20 % of the value of the goods but at least € 15.
- Articles ordered incorrectly by the customer or delivered incorrectly by R+M shall be completely new and unused.
- Articles from special orders not included in the R+M / Suttner catalogue or ordered separately for the customer are generally excluded from return shipment.
- Return shipments shall be effected free domicile in general. We do not accept any shipments which are not prepaid.
- We do not accept any articles which are older than 12 months or no longer included in the R+M / Suttner product range.