# Return/Service Form

**Return to:** REVERSE Components GmbH / Service Dep. / Rudolf-Diesel-Straße 13 / 72250 Freudenstadt

**For fast handling of your return please take note of the following:**

- The return form must be filled out completely
- Please enclose a copy of the delivery note or invoice
- Always return all parts and fittings that belong to the goods / pedal pair
- The goods must be packaged adequately
- If your goods are being exchanged they must be in perfect condition
- In the case of a defect, fault or any other reason for a return please give us a brief description
- Complaints to damaged, incomplete or quantity shortfall of goods must be reported within 7 days of the delivery date. Send reports to our logistics department
- Returns of damaged or incomplete goods for which no report was made will not be accepted

| | |
|---|---|
| **Reference number** | |
| **Invoice number** | |
| **Customer number** | |
| **Firm/Company** | |
| **Contact person** | |
| **Telefon number** | |
| **Date and signature** | |

## Reason for return

☐ (1) Goods not ordered      ☐ (2) Other (Please state in box below)

☐ (3) Wrong item number delivered      ☐ (4) Item is incomplete

☐ (5) Double delivery      ☐ (6) Wrong amount delivered

☐ (7) Item is faulty, broken or damaged. (Please state in box below)

☐ (8) Goods ordered incorrectly

| Quantity | Item number | Reason for return(1-8) |
|---|---|---|
| | | |
| | | |
| | | |
| | | |

**Short message or error description:**

## Customer wish (Please tick a box)

☐ Replacement delivery      ☐ Replacement is not desired

☐ Replacement delivery has already been made

| **Internal notes for service department (Filled in by Reverse Components)** | |
|---|---|
| Delivery date | |
| Date of processing | |
| Case worker | |
| **Do the delivered items correspond to the items on the delivery note?** | ☐ Yes    ☐ Incorrectly recorded<br>☐ Order incorrect |
| | ☐ No    ☐ Package incorrect<br>☐ Order picked incorrectly<br>☐ Sent wrong |

Service

☐ **Replacement**   ☐ **Credit**   ☐ **Obligingness** ☐ **Guarantee**   ☐ **Reparation**   ☐ **Warranty**

| **Work carried out** | |
|---|---|
| | |