

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

| | |
|---|--|
| <input type="checkbox"/> (1) Goods not ordered | <input type="checkbox"/> (2) Other (Please state in box below) |
| <input type="checkbox"/> (3) Wrong item number delivered | <input type="checkbox"/> (4) Item is incomplete |
| <input type="checkbox"/> (5) Double delivery | <input type="checkbox"/> (6) Wrong amount delivered |
| <input type="checkbox"/> (7) Item is faulty, broken or damaged. (Please state in box below) | |
| <input type="checkbox"/> (8) Goods ordered incorrectly (We will charged a restocking fee of 10.00€) | |

| 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? | <input type="checkbox"/> Yes <input type="checkbox"/> Incorrectly recorded <input type="checkbox"/> Order incorrect |
| | <input type="checkbox"/> No <input type="checkbox"/> Package incorrect <input type="checkbox"/> Order picked incorrectly <input type="checkbox"/> Sent wrong |
| Service | |
| <input type="checkbox"/> Replacement <input type="checkbox"/> Credit <input type="checkbox"/> Obligingness <input type="checkbox"/> Guarantee <input type="checkbox"/> Reparation <input type="checkbox"/> Warranty | |

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