Returns / cancellations / complaints

Dear customer,

should there be a reason for returning goods due to quality needs, please use this document for returning the product. To enable us to help you as fast as possible we kindly ask you to follow the following steps and to return **this document** together with the goods and a copy of the invoice / delivery note.

<u>Please note</u>: we cannot accept any returned products without the form for returned goods! (available for download on www.engelmann.de/en/downloads/#formulare)

Cancellation conditions

We accept cancellations* of orders at the following conditions:

cancellation fees:

A. Order canceled within 2 working days after receipt of the order confirmation or earlier: no cancellation fees

B. Order canceled 2 working days after receipt of the order confirmation & before delivery of the goods: 50 % of the net price

C. Order canceled after delivery of the goods is not possible: 100 % of the net price

*This does not apply to orders for which the requested delivery date (outgoing Engelmann) is specified as "immediately" or when there is no delivery date specified. Then cancellation is not possible.

Erstellt: 13.10.2017 / A. Vucaj Änderung: 19.09.2024 / R. Biebeler

Rev.: 13.0

Geprüft: 24.05.2023 / B. Heid Freigegeben: 28.08.2024 / A. Zeller



Form for retu	urned goods	_					
Required							
	<u> </u>					nanagement@engelmann.de	
1		anu	indicating Request fo	or RIVIA# In the Su	oject iine		
Date:			turn-No:				
		[(for	reason of return 1, 3))			
Company name:		Cust	omer No:				
Street:		Cont	tact person:				
ZIP / City:		Pho	ne No:				
Zii / City.		11101	ic No.				
Phone:		Com	mission:				
E-mail:							
Returned device							
	_	ce, please use the attach	ed list with serial n	umhers and rea	sons for retur	า)	
Engelmann/	Te than one devi-	·	rial No:		30113 101 10141		
Article No:			p. serial number rang	e		Amount:	
		Rea	son for the	□1 □2	$\Box 2 \Box 4$		
		ret	urn:	$\Box 1 \qquad \Box 2$			
1 = Complaint (r	eturn reference r	number required)	.			t and precise. "Defect" is too	
4 = Recycling (ke	e ine Rücksendung	gs-Nr. erforderlich)					
Detailed descri	ption of the fault	t in case of complaint or	wrong delivery:				
Shinning address							
	ods with this docum	ent to the following address:					
Please send the go							
Engelmann Senso	or GmbH	ent to the following address: For recycling:	Engelmann Ser				
Please send the go	or GmbH		Engelmann Ser Karl-Biesinger S (Access via Jahr	Straße 1		Please send th	



Germany

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Return	Laha

Return Label to attach it outside the packaging

to attach it outside the packagn	'S		
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Engelmann Sensor GmbH

Rudolf-Diesel-Str. 24-28

69168 Wiesloch

Germany

From:

	*Return-No:	
Customer details		
Company name:	Customer No:	
Street:	Contact person:	
ZIP / City:	Country:	
Phone:		

Return Label for recycling only to attach it outside the packaging

TO:

Engelmann Sensor GmbH

Karl-Biesinger Straße 1

(Access via Jahnstraße)

69434 Hirschhorn/Neckar, Germany

From:

	*Return-No:	
Customer details		
Company name:	Customer No:	
Street:	Contact person:	
ZIP / City:	Country:	
Phone:		



Attachment to the form for returned goods (further articles)

List of further returned devices						
	Article No.	Serial No. resp. serial number range		Reason for the return	Description	
2.				□1 □2 □3 □4		
3.				□1 □2 □3 □4		
4.				□1 □2 □3 □4		
5.				□1 □2 □3 □4		
6.				□1 □2 □3 □4		
7.				□1 □2 □3 □4		
8.				□1 □2 □3 □4		
9.				□1 □2 □3 □4		
10.				□1 □2 □3 □4		

Shipping address

Please send the goods with this document to the following address:

Engelmann Sensor GmbH Rudolf-Diesel-Str. 24-28 69168 Wiesloch Germany Please send this document prior to shipment by e-mail to sales@engelmann.de

