

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.

Please note: 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.

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Return Label

to attach it outside the packaging



TO:
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	Amount	Reason for the return	Description
2.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
3.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
4.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
5.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
6.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
7.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
8.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
9.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	
10.				<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 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