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

Erstellt: 13.10.2017 / A. Vucaj Änderung: 23.09.2024 / R. Biebeler

Rev.: 13.0

Geprüft: 23.09.2024 / B. Heid Freigegeben: 23.09.2024 / A. Zeller



^{*}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.

Form for retu	ırned goods						
Required		* You	obtain the return no.	by sending ema	ail to qua	litaetsmana	gement@engelmann.de
			ndicating Request for F				
Date:			urn-No: eason of return 1, 3)				
	T						
Company name:		Custo	omer No:				
Street:		Conta	act person:				
ZIP / City:		Phon	e No:				
Phone:		Comi	mission:				
E-mail:							
		•		•			
Returned device							
(if you have mo	re than one devi	ce, please use the attache	ed list with serial nur	nbers and rea	isons foi	return)	
Engelmann/		Ser	ial No:				Amount:
Article No:		resp	o. serial number range				Amount.
		Rea retu	son for the ırn:	□1 □2	□3	□4	
	eturn reference n	•					
please addre https://www	ss your return wi v.engelmann.de/d ery (return refere	n (no return reference nuth the addition "State-recide/downloads/> Keywonce number required) s-Nr. erforderlich)	ognised inspection be	est for finding ody") See also	s and re necessa	moval prot ary forms u	ocol required; nder:
Detailed descrip	ntion of the fault	in case of complaint or	wrong delivery:				
Detailed descrip	The radio	in case of complaint of	wrong delivery.				
Shipping address							
Please send the goo	ods with this docume	ent to the following address:					
Engelmann Senso	r GmbH	For recycling:	Engelmann Senso	or GmbH			
Rudolf-Diesel-Str.			Karl-Biesinger Str				Diogrammed this document
69168 Wiesloch			(Access via Jahnst				Please send this document prior to shipment by e-mail to
Germany			69434 Hirschhorn	•			sales@engelmann.de



Germany

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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

