

RETURNS FORM

GEDORE Werkzeugfabrik GmbH & Co. KG

Quality assurance dept.
Remscheider Str. 149
42899 Remscheid

Reason for return:

- ☐ Goods return
☐ Complaint
☐ Repair
☐ Transportation damage

Service shipment

info@gedore.com

Date of emission

SENDER

Customer no. :

Company / department:

Contact:

Street / no.:

Postcode / town:

Tel. / fax:

Email:

Purchased through dealer:

Discussed with

- GEDORE contact:

INFORMATION ON YOUR RETURN

Please be sure to include a copy of your invoice with your return.

Reason for return*	Delivery note no.	Quantity	Item no.	Detailed description of error

Possible reasons for return (reason for return*)

- 10 Goods return - incorrectly ordered*
11 Goods return - no longer required*
12 Complaint - wrong item delivered*
13 Complaint - wrong quantity delivered*
14 Complaint - delivered twice*

- 20 Material / production error*
21 Repair*
22 Transportation damage*

* Further comments on page 2

INTERNAL COMMENTS:

received on: Processed by: Stored:.....

10 + 11 Goods return

A voucher will only be issued if the goods are returned in a resellable condition.

Please do not amend the invoice.

GEDORE reserves the right to refuse the return if the order was completed correctly.
If accepted, the voucher will include a reduction for costs for administration, quality checks and restocking.

12 Complaint – wrong item delivered

A different item from the one listed in the delivery note was delivered.

Please add the desired quantity and the actual quantity.

13 Complaint – wrong quantity delivered

More items were delivered than is indicated on the delivery note.

Please add the desired quantity + item and the actual quantity + item.

14 Complaint - double delivery

The order was recorded twice.

20 + 21 Material / production error / repair

The item was damaged after being correctly used.

In accordance with our T&Cs and our quality definitions, we need to check the returned goods, and only then will our quality department decide on the further course of action.

22 Transportation damage

The item was damaged on delivery.

Please note that transportation damage can only be reported to the insurance company within 7 days.