

You can save this document on your computer and fill it directly on your desktop.

## 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.

**We cannot accept any returned products without the form (available for download on [www.engelmann.de/en/downloads/#formulare](http://www.engelmann.de/en/downloads/#formulare)) for returned goods!**

If you have any questions, please do not hesitate to contact our customer support.

### 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 and 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.

Date: 01.12.2020

## Form for returned goods for complaints

\* You obtain the return no. by telephone +49 6222 98 00 - 0

<p><b>You obtain the return no. by telephone +43 6222 55 66 - 6</b></p>			
Date:		*Return-No:	
Customer details			
Company name:		Customer No:	
Street:		Contact person:	
ZIP / City:		Mobile No:	
Phone:		Fax No:	
E-Mail:		Commission:	

## Returned device

(if you have more than one device, please use the attached list with serial numbers and reasons for return)

Article No:		Serial No:	
Year of manufacture:		Invoice No:	
Delivery Note No:		Order No:	
Reason for the return:			

1 = Complaint, 2 = Official diagnostic examination (please attach application form), 3 = Wrong delivery

[illegible]

Please note that the replacement delivery does not constitute an acknowledgement of any legal obligation. If we do not receive delivery of the rejected goods within 6 weeks of our free-of-charge delivery of the replacement goods, you will be invoiced for this delivery.

## 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](mailto:sales@engelmann.de)

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:			

## Attachment to the form for returned goods

\* You obtain the return no. by telephone +49 6222 98 00 - 0

Date:			*Return No:	
Customer details				
Company name:			Customer no:	

List of the returned devices							
	Article No.	Serial No.	Amount	Order No:	Invoice No:	Delivery Note No:	Reason for the return*
1.							
Description							
2.							
Description							
3.							
Description							
4.							
Description							
5.							
Description							
6.							
Description							
7.							
Description							
8.							
Description							
9.							
Description							
10.							
Description							

\*Reason for the return:

1 = Complaint, 2 = Official diagnostic examination (please attach application form), 3 = Wrong delivery

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

**Engelmann Sensor GmbH**  
 Rudolf-Diesel-Str. 24-28  
 69168 Wiesloch  
 Germany

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 prior to shipment by e-mail to  
[sales@engelmann.de](mailto:sales@engelmann.de)