

RETURN NOTE

Version: 02/2022



Return address

**Gessler GmbH
Warenannahme
Gutenbergring 12
63110 Rodgau**

Sender information

Customer:

Customer no.:

Postcode/Location:

Contact person:

Phone:

E-mail:

Important customer information

Dear customer,

please note the following points for the correct and speedy processing of your return:

1. Please fill in all fields including the **reason for return**.
2. Please note that special luminaires, special colours + special pictograms are excluded from return.
3. The warranty of our products is 2 years after receipt of the product.
4. Please note that handling costs of 10% of the net value of the goods will be retained for returns within 6 months of the delivery date that are not our fault. For returns of which the delivery date is older than 6 months, at least 20% will be deducted, depending on condition, age and handling costs.
5. Please be sure to enclose this form with your return shipment.

We want you to be satisfied with our service. Please support us in this with your detailed fault description / information about the reason for the return. Please also state if you have already discussed your return with our sales staff in advance. We are also open to further comments or criticism.

Reason for return

- | | |
|---|--|
| 01 Sample return | 04 Ordered too much (customer sided) |
| 02 Defect (please describe in detail)* | 05 Ordered incorrectly |
| 03 Incorrect delivery Gessler GmbH | 06 Other (please describe in detail)* |

Item no.	Item designation	Quantity	Invoice / delivery note no.	Reason for return

***Detailed fault description** (reason for return 02) – **Other Comments** (reason for return 06)

We desire: Replacement Credit Repair Cost estimate Call-back

.....
Location, Date

.....
Signature