

# RETURNS FORM

Dear Customer

We process all returns immediately upon receipt. In order to enable a quick processing, please fill out this form completely and send it to our returns department ( [retoure@diederichs.com](mailto:retoure@diederichs.com) ) before returning the goods and enclose it with the return shipment. Your return must be protected against damage by suitable shipping material. Please use a separate packaging box (e.g. the shipping packaging in which you received the delivery). The original packaging of the item must not be used as the outermost part of the shipping packaging! You can conveniently fill out and print out the form on your computer, tablet. You can also find the form at <https://diederichs.com/download/>

Invoice or order number

Name / Customer number

Phone

E- Mail address

Please specify the reason for your return

1 Wrong product delivered

2 Product does not appeal

3 Warranty / guarantee review

4 Transport damage (photos required)

5 Goods damaged (photos required)

6 Delivery time too long

7 Quality deficits

8 Fill in reason for return in case of remark

9 Incorrectly ordered

10 Other (fill in at remark)

Please note: before returning goods, please contact our returns department by e-mail at [retoure@diederichs.com](mailto:retoure@diederichs.com) using this form.

Part number	Quantity	Exchange to the following item	Re-delivery Yes / No	Credit note	Reason for return: Please mark as relevant										Comments	
					1	2	3	4	5	6	7	8	9	10		

Date:

Signature:

Return address:

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