

Return form / Complaint form

If you have a complaint or would like to return products, please follow these steps:

- 1. Complete the form:** Complete this form and send it to: info@uhrig-bau.de
- 2. Wait for our response:** After reviewing your complaint, we will send you an RMA number, which is required for the processing of your case.
- 3. Fill in the RMA number:** Enter the RMA number below in the box with the bold border.
- 4. Affix the return label correctly:** Be sure to affix the duly completed return label to the outside of the return package.

RMA number	Loading dock door Door 11
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Buyer requesting return

Mr/Ms	First name	Surname	Customer ref.
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Pickup address (only in the event of complaint)

Company name	Street address	Postcode / Town / Country	Pickup date
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Reason for return: ① I ordered the wrong item ② The wrong item was delivered ③ The item is damaged/defective ④ Wrong quantity ⑤ Return

Invoice number	Order date	Article number	Quantity	Reason 1,2,3,4,5	Other remarks

Detailed description of damage/defect, if applicable (required)

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Conditions

Return (5): We cannot accept returns that do not bear an RMA number. When you return an item, this results in costs for us. We pass these costs on to you as a 15% restocking fee. This fee is deducted from the price of the returned goods that is credited to your account. This credit cannot be paid out. The customer bears the return costs and the shipping risk, and is responsible for coordinating the return. We can only take back goods that are still in their original condition (in no way prepared, damaged, dirty or used), that were purchased in the course of the current business year, and that are returned in their original or an equivalent packaging. Returns that do not meet the above conditions will not be accepted / will be refused. We reserve the right to charge an additional 10% handling fee.

Complaint: After you have submitted your complaint, we will check the admissibility of your claim. Please include compelling photo documentation, as appropriate. We cannot accept returns that do not bear an RMA number. Advance replacement may be possible upon request. Uhrig organises/coordinates the return delivery at its own cost for the time being. In case of inadmissible complaints, all expenses incurred, such as shipping costs, material costs, disposal costs, will be charged to the customer.

Date, name, signature

As of: 18 December 2022