

In the event of a complaint, please contact the retailer from whom you purchased the product (see warranty information on the back).

My personal data

* mandatory information (please write in block letters)

first name* surname*
street* no.*
postal code* city* country*
e-mail* phone

I'm returning the following article(s)

(completely, incl. batteries or rechargeable batteries and charging station)

1.
2.
article size color

Please tick the applicable options:

- The product was bought directly from trends and more GmbH & Co. KG**
My customer or invoice number is.....
If the repair is not covered by warranty or guarantee
- I would like to have a chargeable repair.
 I do not want a repair with costs and would like the return of my article instead.
- I am not a direct customer of trends and more GmbH and would like to have a chargeable repair**

We can handle the majority of repairs that are subject to a charge within the scope of our repair flat rate of 12,70 € incl. 19 % VAT** (see information about the repair service on the back).

Exact error description

.....
.....
.....

Confirmation of my information

Date: **Signature:**

** If the VAT rate in the country of delivery differs from 19%, the price will be converted to the VAT rate applicable in the country of delivery.

Warranty and guarantee

In principle, a claim to the statutory warranty exists only in respect of the dealer from whom you purchased the product.

When purchasing from trends and more GmbH & Co. KG, we offer customers from the European Union an additional guarantee.

In the event of warranty or guarantee, we rectify material and manufacturing defects free of charge. Damages caused by non-observance of the user manual, normal wear and tear or improper use, such as bite damage, leaked batteries, etc. are not covered.

Repair service

Outside of warranty/ guarantee, our paid repair service is available to you at any time. Most repairs are covered by a flat rate (12,70 € incl. 19 % VAT**, including return shipping). In case of a very large amount of work, additional costs may be incurred (e. g. for leaked batteries, bite damage, etc.).

After reviewing the article, we will send you an offer about the costs. Your LEUCHTIE will be repaired immediately after receipt of payment and sent to you.

Return

Please check your LEUCHTIE carefully before sending it back to us by referring to the instructions www.leuchtie.com/manual and our FAQ www.leuchtie.com/faq.

If you are unable to correct the malfunction, send the LEUCHTIE (incl. battery compartment with batteries or rechargeable batteries and charging station) with the fully completed service form to the following address:

trends and more GmbH & Co. KG
Reklamation
Hammerweg 123
92637 Weiden
Germany

We recommend shipping with tracking for returns.

Important information for customers from non-EU countries

For toll-free customs clearance, please note the following:

1. Include both the invoice and this form with your return.
2. If a customs declaration is necessary, state "returned goods" or similar shipping reason.
3. Write in large and clearly visible letters on the outside of the shipping carton:

**RETURNED GOOD DUE TO COMPLAINT
RÜCKWARE AUFGRUND VON REKLAMATION**

Contact for questions

Please do not hesitate to contact us at any time:

e-mail: reklamation@leuchtie.com

phone.: +49 961 4708440

** If the VAT rate in the country of delivery differs from 19%, the price will be converted to the VAT rate applicable in the country of delivery.

effective 02/2024