

* compulsory statement

Name* **Telephone number***

House Number* **Street***

Post town* **Post Code*** **Country***

Returned product(s)

.....

.....

Product size colour

In case of exchange or return:

Within 30 days after purchase from trends and more GmbH, goods are new, complete, without signs of usage

Exchange for the following product:
.....

Return and refund of the purchase price
My banking information for the retransfer of the purchase price

IBAN: _ _ _ _ _

BIC: _ _ _ _ _

In case of complaint:

In case of a complaint please generally turn to the retailer, from which you have bought the product first. More information can be found on page 2 of this form.

Please tick the applicable options *

The product was bought directly form trends and more GmbH
My customer number or invoice number is..... I would like the defect to be repaired for free within the scope off he two-year warranty. In case the repair is excluded from the warranty, (see information on page 2)

I want the product to be repaired for a repair rate of 10 € per LEUCHTIE.

I do not want the product to be repaired for the repair rate of 10 € and want the product to be sent back to me instead

I am not a direct customer of trends and more GmbH and would like my LEUCHTIE to be repaired for the repair rate of 10 € per LEUCHTIE.

IMPORTANT – please describe the defect as thoroughly as possible and send the complete product including batteries:

.....

.....

Date:

Signature:

Basic information:

Please consider the following:

For legal reason (sales contract) a claim for the two-year warranty generally exists only towards the retailer, from whom you have bought the product. The date of purchase must be proven with evidence (receipt, bank statement, mail of order).

Alternatively you can have your LEUCHTIE repaired by us anytime for a general repair rate of 10 € (return shipping charges included).

Before returning it, please check your LEUCHTIE again thoroughly according to the instructions manual.

In case of defects, which are excluded from the warranty claim (e.g. empty or wrongly inserted batteries, wrong usage, bite marks etc.) a repair rate of 10 € falls due.

Return consignment:

Should you not be able to remedy the malfunction with the information given in the instructions manual, we recommend you to consign your LEUCHTIE inexpensively with a large letter (tear proof envelope).

In case you would like to have a deposit receipt, please choose a registered mail to a mailbox („Einschreiben Einwurf“).

Please send the entire LEUCHTIE with battery pack and batteries and the fully completed service form to the following address:

trends and more GmbH
Reklamation
Hammerweg 123
92637 Weiden GERMANY

For further inquiries: E-Mail: reklamation@leuchtie.com
Tel.: 0049 961 470 8 474 Fax: 0049 961 470 8 460

Information on the payment of the repair rate:

Should a repair rate be charged, we will send you our banking information and the number of your complaint for the reference via e-mail.

For this reason it is crucial to indicate a valid e-mail-address.

Of course this e-mail-address will not be used for any other purposes or passed on to third parties.

Please always indicate the number of your complaint with your transaction, so that we can match the payment with your complaint.

As soon as we have received your payment, we will send you your repaired LEUCHTIE.