

Returns processing - Complaints

Extract from our terms and conditions of purchase:

"The supplier undertakes to collect the goods free of charge in the event of returns processing or to arrange a free collection. Alternatively, returns can be processed via an existing service provider number of our supplier, e.g. DHL or UPS. For returns processing, the supplier undertakes to return the prescribed form as a binding document. The supplier is obliged to confirm in the specified form the amount up to which returns may be released as a lump sum. In addition, a special release / or collection must be made - until further notice."

Information on processing

Company

Vendor no. / Supplier no.

Address

Location

Zip code

1. AP E-mail address

2. AP E-mail address

We authorize Garant Maschinenhandel GmbH to order parcels and pallets as returns, stating a service provider customer number.

Parcels only Parcels and pallets

of which shipments up to: _____€

Service provider: UPS DHL TNT DPD Others: _____

Service provider customer number: _____

No commissioning by GARANT, organized self-collection

In this case, the supplier is obliged to contact the GARANT shipping department immediately after notification of a complaint.

The following e-mail should be contacted: maren.beuster@garant-maschinen.de

Takes place through general collection

Date: _____ Signature: _____