

Returns processing - Complaints

Extract from our terms and conditions of purchase:

"In the event of returns processing, the supplier undertakes to collect the goods free of charge 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 take place - until further notice."

Information on processing

Company

Creditor no. / Supplier no.

Address

Place

Postcode

1. AP E-Mail-Address

2. AP E-Mail-Address

We grant Garant Maschinenhandel GmbH the authorisation to return parcels or load carriers as returns, stating a service provider customer number.

Only packages

Only charge carrier

Packages + charge carrier

of which shipments up to: _____ €

Service provider: UPS DHL TNT Other: _____

Service provider- customer number: _____

No order placed by GARANT

In this case, the GARANT despatch department must be contacted immediately after notification of the complaint.

Please contact the following e-mail address: _____

There will be a general pick-up

Date: _____

Signature: _____