

Return and complaint template

Order no.* - For multiple orders, see next page

Customer no.

Item no.* - For multiple items, please specify all numbers

Root cause*

[A] Return - Right of withdrawal	<input type="checkbox"/>
[B] Return - Wrong item delivered	<input type="checkbox"/>
[C] Return - Incorrect item recommendation (#)	<input type="checkbox"/>
[D] Return - Wrong product description (#)	<input type="checkbox"/>

[E] Complaint – Faulty item (#)	<input type="checkbox"/>
[F] Complaint – Transport damage	<input type="checkbox"/>
[G] Others	<input type="checkbox"/>

Vehicle type and model* (#)

Series/Engine number* (#)

Root cause for return / Complaint*

Contact details*

Name	Phone no.
E-Mail	

*Mandatory information. Without this information the return can't be processed

Return and complaint template

Root

cause*

A - G

Order no.*

Item no.*

Comment

Root cause*	Order no.*	Item no.*	Comment

*Mandatory information. Without this information the return can't be processed