

# Return form



Return to:

**matev GmbH**  
Nürnberger Str. 50  
D-90579 Langenzenn

Phone.: +49 (0) 9101 - 908 7-0  
Fax: +49 (0) 9101 - 908 7-20  
Email: info@matev.eu  
Internet: www.matev.eu

## Sender data

Company:	Client number:	
Street:	House number:	
Postcode:	City:	
Contact person:	Phone:	
Fax:	Email:	

## Details on return

Delivery-no.:		Order-no.:	
Quantity	Article-no.	Designation	Reason of return

Whole delivery  Parts  From sample order

Goods on commission  Invoiced goods  Guarantee parts **Condition of the goods:**  as new  damaged

<b>We request:</b> <input type="checkbox"/> Credit note <input type="checkbox"/> Replacement delivery	
Person responsible:	
Other:	
Date:	Signature:

To be filled out by matev GmbH:

Restorage fee:  yes  no

Approved by:	Date of credit note creation:
--------------	-------------------------------

## Procedure of product returns

Your satisfaction is important to us! In order to be able to process returns quickly and reliably in case of reclamations, incorrect deliveries or exchanges, please observe the following notes.

1. Inform our sales department beforehand by telephone and clarify with the responsible agent whether the return delivery is accepted and who is responsible for the absorption of the freight costs.
2. If the return delivery has been accepted, please enclose the completed return form. In any case, we require the delivery note or invoice number and the article number(s) of the goods.
3. On the return form, enter the reason for the return of the goods and the name of the employee of matev GmbH, with whom you have made the agreement.
4. The telephone agreement for the return delivery does not automatically include approval of the reclamation or the authorization of the exchange. The decision can only be made after examination of the facts and the goods.
5. In case of an incorrect order or inaccurate information leading to a wrong delivery, we reserve the right to withhold 15% processing fee or re-storage fee, but at least 35.00 EUR.
6. In case of non-observance of these instructions, we reserve the right to refuse the acceptance of returned goods. We will not accept any shipments sent carriage forward.