



Return of Goods Documentation

(do not send without paying postage)



MAPROM GmbH
Außenlager (Returns)
Braunschweiger Str. 80
37671 Hörter
GERMANY

Sender:

Customer number: _____

The goods were delivered under the delivery-number: _____ .

- The return includes all goods stated on the delivery-note.
- The return includes part of the goods stated on the delivery-note.

Please always enclose a copy of the delivery-note and clearly mark the items you are returning.

- The return is due to a mistake made by the supplier:**
 - the wrong article was delivered
 - the article was damaged: type of damage _____
 - article was duplicated
 - other reasons: _____

- No fault of the supplier: Reasons for return:**
 - we ordered the wrong article
 - article does not suit
 - sample is no longer required
 - other reasons: _____

IMPORTANT:

Please do not send any returns without filling in the return documents, as returns will either not be dealt with, or otherwise dealt with only with delay.

If the return is due to a fault by the supplier, we are happy to collect the goods from your company. Please arrange for collection by phoning: +49 (0) 5271 9719400, via fax: +49 (0) 5271 9719402 or via e-mail: o.wagner@maprom.de.

If you chose to post the returns, please pay the necessary postage, as our warehouse does not accept unpaid deliveries. However after checking the returns, you will receive a credit-note for the entire value of your goods. If the the reason for the return is not due to a supplier's fault, we would like you to send back the articles (postage paid), otherwise we can offer to collect the goods at a price of € 7,50 per carton, within Germany (outside Germany please ask for a quote). We accept any returns, as long as these are in perfect condition and or still in their original packaging (except articles those are excluded from the exchange) and as long as no more then 14 days have passed since the date of delivery (after a time-lapse of more then 14 days, returns can only be accepted after written consent). After checking your returned goods, you will receive a credit-note for the value of your returned items, minus a charge of 15% for handling. The minimum you will receive will be € 15,00 for each delivery. Transportation-, packaging- or postage-costs are not being returned.