

RETURNS AND REPAIRS FORM

Sender

Company

Street / No.

City / Postcode

Contact person

Telephone

Customer no. Job no.

Consignment

Recipient:

Firalux Design LTD
Workshop
Hauptstrasse 21
4461 Boeckten BL
Switzerland

Reason for return:

Please note:

- Returns and samples will only be accepted following prior agreement and the provision of return postage.
- Returns sent without prior agreement, or without return postage, will be stored without remuneration or disposed of in an environmentally friendly manner at the cost of the sender.
- Please ensure the returns form is completely filled out and provide a copy of the invoice or delivery note.
- 15% of the value of the goods (or a minimum of CHF 20.00) will be charged for the inspection and administrative processing (excluding sample returns).

Assessment of returns:

- Items with no signs of usage and in the original packaging
- Items that are no longer in the original packaging, damaged, incomplete
- Returns received after 60 days will not be credited
- Light bulbs may not be returned

Credit note (% of the value of the goods)

85 %
0 %

Repairs:

- Free of charge for items still under warranty / faulty upon delivery
- Repairs on account
- Repairs with cost estimate (please specify)

Code

A
B
C

Please fill out !			Please leave blank - for internal purposes !			
Quantity	Product no.	C	Assessment	A/B	%	Comment
Receipt no.:			Assessment initials:	Date:	TQM initials:	