

Processing of your complaints and returns

Dear customer,

Schmitter Hydraulik want to ensure the fast and smooth processing of your wishes at any time, we check permanently all areas of our distribution system for safety and efficiency. Even when it comes to returns or complaints.

Your advantage: Quick processing of your return resulting in an immediate creation of a credit note. Should we at Schmitter Hydraulik make any mistake during the handling of your order process, Schmitter Hydraulik would like to ensure that all future following actions are to your complete satisfaction.

Following we ask you to take note by any return:

- **BEFORE** returning any item to us, please contact our customer service team by telephone on the following Number. +49 9732 8888 - 0 and ask for an English speaking employee or use the form overleaf to notify us via Fax.
- Please state the **reason for your return** using the form supplied.
- You will receive thereupon a return slip, with the note for credit or information of collection.
- Please repack the item(s) in the original packaging and label them with our (Schmitter Hydraulik) item number.
- After the receipt of the goods we at Schmitter Hydraulik will take immediate action with the processing of your case.

We therefore ask for your understanding that returned goods without a return slip can not be accepted. For returns to the account of the customer, we charge a processing fee or storage costs in the amount of up to 30% of the net value, but at least 5, - £.

We look forward to your cooperation, including matters of complaints and returns.

Your team at

Schmitter Hydraulik GmbH

Registration of your return: Have a look at the back of this letter

Schmitter Hydraulik GmbH · Am Stöckleinsbrunnen 1 · D-97762 Hammelburg · Geschäftsführer: Andreas Meder · Matthias Richter
Sitz der Gesellschaft: Hammelburg · Handelsregister B Schweinfurt HRB- Nr: 6615

Telefon: +49 9732 8888 – 0
Telefax: +49 9732 8888 – 1000

E-Mail: kontakt@schmitter-hydraulik.de
Internet: <http://www.schmitter-hydraulik.de>



Qualitätsmanagement.
DIN EN ISO 9001:2000

Registration of return / Claim

Claim department
Fax +49 9732 8888 - 1000

Dear customers,

Could you please include with the notification of any return.

(1) A copy of the delivery note

(2) A tag with the item numbers and quantity of the items being returned.

Please make a copy of this form for any future return shipments. You can also find this form in our download block underneath "Download", "Forms". Thank you.

Schmitter Hydraulik GmbH

	Reason for return
Schmitter Order - / Shipping note - No.	1. Incorrect article ordered 2. Incorrect amount ordered 3. Incorrect goods delivered 4. Incorrect amount delivered 5. Delivery too late 6. Double order / Double delivery 7. Change of assortment 8. Customer cancellation 9. Quality of product 10. Does not match catalogue picture 11. Other reasons
Your Company Name / Customer-Number	
Contact name	
Postcode, Location	
Telephone	

Schmitter Item - Nr.	Quantity	Reason	Accessory Information

Date

Signature

Stamp

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