

# GOODS RETURN FORM



Dear Customer,

In order to ensure fast and effective processing of returned goods, please observe the following rules:

**Goods returns can only be processed if:**

- You register the return delivery with GÜNZBURGER STEIGTECHNIK in advance
- You enclose the following with the delivery:
  - Completed redemption form
  - Copy of delivery note or invoice

**The following conditions apply to the return of goods:**

- A copy of the delivery note or invoice must be enclosed with the return
- In the case of undamaged goods: 100% credit minus € 45.00 net handling fee
- In the case of damaged goods: credit note for residual value minus € 45.00 net handling fee
- The goods must be sent packed, unpacked goods cannot be accepted
- Special designs are excluded from exchange
- Goods returns are at the expense of the customer
- If the return is ordered by us, we charge the costs of the return freight in the amount of 14.6 % of the net value of the goods
- If the costs incurred exceed the net value of the returned goods, no credit note will be issued (the returned goods will be scrapped after 2 weeks)

Please consider these points in the common interest so that problems can be avoided.

<b>Service case number (MUNK Group):</b>			
<b>Customer number:</b> (MUNK Group, 5 digits)		<b>Order number:</b> (MUNK Group)	
<b>Retailer name:</b>		<b>Delivery note no.:</b>	
<b>Contact person:</b>		<b>Invoice no:</b>	
<b>Phone:</b>		<b>E-Mail:</b>	

Order no.	Description of goods	Amount	Reason for return

Please send your goods return carriage paid to:

MUNK GmbH  
Logistics centre  
Rudolf-Diesel-Straße 23  
D-89312 Günzburg

You need competent support for the return transport? Please contact Gerstlauer Spedition + Logistik GmbH at 07306/30081-0 or [info@gerstlauer.com](mailto:info@gerstlauer.com)

The return of goods is at the expense and risk of the sender/shipper. MUNK Group is not liable for any damage incurred during the return shipment.

Date, signature \_\_\_\_\_