

# PLEASE NOTE FOR ALL RETURN CONSIGNMENTS:

Dear customer!

The following is an amendment to the general terms and conditions of Pfanner Schutzbekleidung GmbH.

## **Properly ordered but received the wrong merchandise?**

- › If the goods were delivered due to an error, please do not hesitate to contact us. We will have the faulty goods picked up at your premises.

## **Ordered wrong size / colour?**

- › If returning because of an error in size or colour please enclose this form to your consignment
- › If you send an article directly to our premises, please do so „carriage paid“; since we are connected to the central mail distribution system, we do not receive „carriage forward“ consignments.

**IMPORTANT: the package is to be stamped,  
later complaints will not be considered.**

## **Freight charges?**

- › The packages for the return shipment must be prepaid, i.e. the freight costs must be paid by the customer. No freight charges can be credited to your account. The return must be carried out in the original carton.

## **Return address for Germany:**

Max Müller Spedition GmbH  
c/o Pfanner Schutzbekleidung  
Gewerbestraße 2  
D-88145 Opfenbach (Lindau/B)

If you have any questions, please contact us at +43 59 50 50 - 200 or [info@pfanner-austria.at](mailto:info@pfanner-austria.at)

If an article is sent directly to us, it must be sent with the „postage paid“, as we are connected to the central postal distribution network and do not receive any articles without the „postage paid“.

**Important: The package is to be prepaid. We will not accept subsequent complaint claims.**

**Please only send us completely filled out forms, with a copy of the invoice or delivery note, as well as new/original packaged goods.**

# RETURN SHIPMENT

**Return to:**  
 Pfanner Schutzbekleidung GmbH  
 Herrschaftswiesen 11  
 A-6842 Koblach

**Consignor:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Your customer data**

Date: \_\_\_\_\_

Customer no.: \_\_\_\_\_ Return shipment no.: \_\_\_\_\_

Name\*: \_\_\_\_\_

Street address\*: \_\_\_\_\_

Postal code\*: \_\_\_\_\_ Town/city\*: \_\_\_\_\_ Country\*: \_\_\_\_\_

Telephone\*: \_\_\_\_\_

E-mail\*: \_\_\_\_\_

**I would like to return the following items:** (Note that only new/original packaged goods can be returned.)

| Article number* | Article designation* | Invoice number/<br>customer receipt* |
|-----------------|----------------------|--------------------------------------|
|                 |                      |                                      |
|                 |                      |                                      |
|                 |                      |                                      |

**Reason for the return\***

- Incorrect delivery     
  Incorrect quantity     
  Wrong size     
  Wrong colour  
 Miscellaneous (please explain) \_\_\_\_\_

| Article for exchange* | Exchange in size / colour / other article* |
|-----------------------|--|
|                       |  |
|                       |  |
|                       |  |

Please fill in all fields marked with \*. If you have any questions, please contact us at +43 59 50 50 - 200 or [info@pfanner-austria.at](mailto:info@pfanner-austria.at)