PFANNER®
SIMPLE. SAFE. LIVING.

COMPLAINT – PLEASE NOTE!

Dear customer!
The following is an amendment to the General Terms and Conditions of PFANNER Schutzbekleidung GmbH.

Complaints
— The package must be shipped with the „postage paid". Should we find a mistake on our part, we will credit the shipping costs to your account
— Please document clothing with photo. Enter your telephone number and contact details.
— We can only process cleaned/clean goods. **Please therefore only send cleaned goods –** dirty goods will be cleaned and charged with a flat rate of 25 euros.

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 GmbH
Gewerbestraße 2
D-88145 Opfenbach (Lindau/B)

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".

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

Still have questions? We´ll be happy to help you.
You can reach us at: **+43 (0) 59 50 50 - 200** or by e-mail: **info@pfanner-austria.at**

COMPLAINT

Return to:
PFANNER Schutzbekleidung GmbH
Herrschaftswiesen 11
6842 Koblach - Austria

Consignor:

Customer no.: _____ Repair no.: _____

Name*: _____

Street*: _____

Postal code*: _____ Town/city*: _____ Country*: _____

Telephone*: _____

E-mail*: _____ Date: _____

I would like to make a complaint about the following items:

Article number*	**Article designation***	**Invoice number / customer receipt***

Reason for the complaint*:

☐ Defect ☐ Delivery date exceeded

☐ Other (please explain) _____

Please describe the reason for the complaint*

Please fill in all fields marked with *.
Only completely cleaned goods can be claimed.