

Return form spare parts

Date _____

Spare parts return free of charge to:

B. Strautmann & Söhne GmbH & Co. KG
Bielefelder Straße 53
D 49196 Bad Laer

Service ticket*: SP

* is filled in by BSL, only valid with service ticket no.

Part 1. (please fill in completely):

Company:
Contact person:
Tel.

Customer No.
Order No.
Delivery note no.

Pos	Ident. no.	Designation of parts	Delivery quantity	Return quantity	Reason	additional information reason (starting number from field "reason" must correspond to number in field "additional reason")
10						
20						
30						
40						
50						
60						
70						
80						
90						
100						

Additional Note: _____

Part 2. (information regarding return of goods)

Please send us the filled out document by mail to: parts@straumann.com

After verification, you will receive the necessary return number and conditions. This return number is valid for one month after the verification date. The released form must be attached to the returning goods - shipping back to us at your cost. The goods must be properly packaged. The consignor shall be liable for transport damages due to inappropriate packaging.

Part 3. (to be filled in by B. Strautmann & Söhne GmbH & Co. KG)

Restocking fee	YES	NO	Release	_____
				date and signature
Freight costs reimbursement	YES	NO	Receipt of goods	_____
				date and signature

Return Conditions

Unless otherwise agreed, catalogue goods can principally be returned to us on the following terms and conditions.

- The sender pays the freight costs / goods must be returned "DAP"
 - Return fee for return up to 14 days from delivery note date = 15%
 - Return fee for return up to 3 months from delivery date = 20%
 - Return fee for return up to 6 months from delivery date = 30%
 - Return fee for return up to 12 months from delivery date = 50%
- Returns of goods from 12 months to 36 months (from delivery date) are checked individually. There is no obligation for us to take these goods back. A possible restocking fee is at least 50%

2. Excluded from return:

- Special orders*
- Damaged goods (in case of damaged packaging, reduced credit amount equal to the loss of value)
- Return of partial quantities from packaging units
- Already assembled parts / or parts with signs of usage
- Electronic parts
- Goods with a best-before date

(* "Special Order" issued if goods/s have been manufactured specifically for an order and/or specially ordered from the supplier – the decisive factor is a written information of the customer as well as a written confirmation of the customer for the execution of a special order and its binding acceptance.)

- 3. Returns must be registered in advance. There is no entitlement to a credit if a return is returned unannounced. Unannounced returns will be returned to the shipper.
- 4. Transport damage must be documented upon delivery of the goods (photo, written confirmation of the shipping service provider, etc.). The notification of transport damage and/or missing parts must be sent to parts@strautmann.com within 24 hours of receipt of the goods via the return form. Missing damage documentation and/or delayed transport damage reports exclude the liability provisions of our shipping service providers as well as ours.