

Technica Engineering GmbH
 TE-Logistics
 Carl-von-Linde Strasse 15
 85748 Garching b. Munich
 GERMANY

Return products form

STEP 1: CUSTOMER DETAILS			
Company Name		Date:	
Contact Person			
Street Address			
City, Country, ZIP			
Email			
Telephone			

STEP 2: RETURN PRODUCTS				
Product Description or Article Number	Serial Number	Invoice number	Invoice Date	Return Reason

STEP 3: ADDITIONAL COMMENTS (optional)

STEP 4: PLEASE SEND THE PACKAGE WELL SEALED WITH THIS DOCUMENT AND THE ORIGINAL INVOICE INCLUDED TO:
Technica Engineering GmbH TE-Logistics Carl-von-Linde Strasse 15 85748 Garching b. Munich GERMANY If you require any further information, please do not hesitate to contact support@technica-engineering.de

RETURN RULES

DATE of update

Version

NATIONAL RETURNS

- The package must be properly packed and the products must be in their original condition.
- Always include the original invoice and the completed return form with the package.
- Inform us in advance by email to: logistics.products@technica-engineering.de including the original invoice number.
- You receive a two-year warranty from the date of purchase which is stated on the original delivery bill.

INTERNATIONAL RETURNS

- The package has to be properly packed and the product/s must be in their original state and condition.
- Always inside the packet must be included the original invoice document and the return form document.
- The customer should inform via email to: logistics.products@technica-engineering.de with the subject "RMA/Return: Invoice Number – Company Name".
- The customer must declare the goods at the proforma invoice and at his customs agency as following "Reimport / Return for Repair" and "not for sale"
- Original Export accompanying document. Technica Engineering sends this document always per Email to the customer, who is from outside the Europe Union. The customer should put this document outside the box and visible, where anybody can see easily.
- The customer has two years of warranty of the date of the official delivery note document from Technica Engineering.

SHIPPING AND HANDLING CHARGES

- The shipping costs for returned the products are the responsibility of the customer

EXCHANGES

- If the devices are returned within the warranty time free of damage or misuse, there will be an immediate replacement (new goods) provided that the goods are in stock

ADDITIONAL INFORMATION

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