

RETURNS FORM

If you wish to return your order to us as a part of a claim, for fast and efficient processing, we kindly ask you to complete this form and to enclose it within the returned package.

NOTE: Please be aware that, as a non-commercial consumer, the legal 24 months guarantee applies to returns made due to a claim. However it is required to state the reasons for the return (see below).

We kindly ask you for the following information:

Order / invoice / customer number (*)	
Product	
Ordered on (*) / received on (*)	
Customer(s) name(s) (*)	
Customer(s) address (*)	
Customer(s) signature(s) (*) (only for forms on paper)	
Date	

(*) Please cross out where not applicable

Reason of return	
Description of fault (Please describe the problem you encountered with our product in as much detail as possible. This will help us determine the cause and improve our products and services in the future.)	

B&W Handelsgesellschaft mbH

CEO: Ulrich Buder
Amtsgericht Dresden HRB 25830
Tax number: 213/106/01273
VAT ID: DE251356088

Bank details

B&W Handelsgesellschaft mbH
Bank: Unicredit
IBAN: DE32 8502 0086 0608 6361 88
BIC: HYVEDEMM496

Address

B&W Handelsgesellschaft mbH
Thormeyerstr. 1
DE-01877 Bischofswerda
www.b-und-w.com