

Please fax : +49 (0)89 716 77 31-11  
or mail to: info@analytics-shop.com

## RETURN/RECLAMATION

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Please follow these steps for Return or Reclamation:

1. Fill out the formular below. A Return Number will then be issued.
2. After receipt of the Return Number and clearing the circumstances with us, return the goods back to us carriage prepaid.
3. Once we have examined the claims made, we will follow the request for credit or replacement as fast as possible.

Please note:

- > Returned goods need to be sent within 14 days of receipt, be in immaculate order and come in original (unbroken seal) unopened packaging.
- > We hold the right to charge a service fee for returned goods, if the reason for return is not our fault. This fee amounts up to 15% of the goods value, or at least 15 EUR plus VAT. An additional fee will be incurred from the manufacturer for items not held in our stock.

<b>RETURN NUMBER</b> assigned by Altmann Analytik	
Company	
Department	
Name	
Street	
Post Code/City	
Telephone	
Telefax	
E-Mail	

ITEM CODE	DETAILS	QUANTITY

### REASON FOR RETURN:

- Incorrect goods delivered     Incorrect Order     return of product for test
- Damaged item     Repair     Other: \_\_\_\_\_

### Stamp/Signature Customer:

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