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Please note the important information / procedure:

- Goods can only be returned within 8 weeks after the goods have been sent and only after consultation with the responsible sales staff.
- If the return shipment is accepted, 20% of the gross value of the goods or at least EUR 75.00 will be charged for checks and administrative processing (except for free sample shipments and repairs).
- The goods must be returned to us in their original packaging (except in the case of repairs) and carriage paid. We reserve the right to refuse to accept goods sent to us carriage forward.
- Missing parts or damaged packaging will be invoiced separately.
- Special tools, products with special labelling, software, damaged and used goods/articles will not be taken back for credit.
- In the event of a warranty claim, the goods must be returned within the agreed warranty period.

Company:

Product name:

Name:

Part number:

Street, house number:

Order date:

Postcode, town:

Order number:

E-Mail:

Bilz order number:

Telephone number

Return reason/Comments:

Please send the goods with the completed complaint form to the following address.