



Returns Checklist

1. Checking Right of Return



Shipment on Sale or Return
Is it a sale or return delivery or a firm order?



In due time
Did you meet the deadline?



In case of a **firm order** please contact Customer Service



On exceeding the **deadline** please contact Customer Service

2. Checking the items

Are the goods in a resaleable condition?



Resaleable titles mean that the titles can be sold at a normal sales price



No longer resaleable

If items are
- damaged
- stained
- labeled
- etc.

3. Preparing the return shipment



Enclose copy of **invoice and/or delivery note** and make a note who authorized the return



Make a list of the **titles you are returning**



Pack the items accurately to avoid any damages in transport.



Mark your shipment clearly as a return shipment



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4. Credit note



When items are in perfect condition you will get a credit note



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