**REQUEST FOR RETURN OF GOODS: SPARE PARTS FOOD**

Dear customer,

We are pleased to offer you the opportunity to return items for various reasons.

However, we ask you to consider the following criteria and therefore only register items that meet our return conditions:

* Net value of goods per item must be at least €50.00
* Registration must be made within 30 days of delivery of the goods
* Item must be listed as "active" in the current price list
* Items must be unused, complete (kits), in original packaging, without signs of use
* The seal on the packaging of electronic components must be undamaged
* Custom-made products are not to be returned (on-demand items)
* Please attach a copy of the invoice
* Use 1 form per invoice number

We will charge a handling fee of 20% of the net value of the goods or at least €50.00 net/ flat rate for the processing of a return, unless Electrolux Professional is responsible for the return.

Please send this form to the following email address or reply to the existing email correspondence: [spares.efs.de@electroluxprofessional.com](spares.efs.de%40electroluxprofessional.com)

If the request is approved, you will receive a return management number (RMA) with the specific procedure for returning the product.

We reserve the right to return unregistered and unauthorized returns to you at your expense.

**Reason for return:**

1. Overdelivery

2. Article is not required

3. Incorrect order by customer

4. Incorrect delivery by EPR

5. Part defective/no function after operating time of: \_\_\_\_\_ days

6. Other reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Invoice number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Contact person/company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| **Article No** | **Description** | **Quantity** | **Reason** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Thank you for your understanding and support.

With kind regards

Electrolux Professional

Service Innendienst FOOD

+49 7071 9300 431