

COMPLAINT / RETURN FORM

To be filled in by the customer:

Your data

Company name: _____

Name: _____

Telephone: _____

Last name: _____

E-mail: _____

Order number: _____

Delivery date: _____

Description of the complaint(s):

To ensure a swift handling of your return, we would like to receive the following by e-mail:

- ❖ A copy or the invoice
- ❖ Photos of the product(s)
- ❖ E-mail the fully completed form to: info@adezz.com

Return:

- ❖ Within 14 calendar days after delivery
- ❖ Products marked with an asterisk cannot be returned
- ❖ Arrange transport yourself
- ❖ If received by us without damage, you will receive a credit invoice for 75%. If there is any damage, you will not receive a credit at all.

Complaint:

- ❖ Always notify us within 48 hour after delivery
- ❖ Supplied product / number differs from the packing slip
- ❖ Delivered faulty or damaged
- ❖ Defective within warranty period (5 year)
 - Pumps and LED lights guarantee is provided by the manufacturer concerned

Date: _____

Signature: _____

Office

Liessentstraat 4 - 5405 AG Uden
The Netherlands +31 (0)413-745 423
info@adezz.com www.adezz.com

Warehouse

Frontstraat 5a - 5405 AK Uden

**RETURNS WILL ONLY BE ACCEPTED IN ORIGINAL PACKING SUCH AS DELIVERED:
SECURED ON PALLET - PACKED IN PROTECTIVE MATERIAL - IN BOX SUPPLIED**