

COMPLAINT / RETURN FORM

FORNO^o
outdoor fire

Company name:

First name:

Surname:

Telephone:

Order number:

Delivery date:

Delivery address: FORNO
Frontstraat 3B
5405 AK Uden
The Netherlands

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

- A copy of the invoice
- Photos of the product(s)
- E-mail the fully completed form to: info@forno.nl and include this form with the to be returned products.

We cannot credit anything without a fully completed form, sent via email and together with the returned product.

Complaint

- Supplied product / number differs from the packing list
- Delivered faulty or damaged, notify us within 48 hour after delivery
- Defective within warranty period - standard warranty 5 years

Return

- Within 14 calendar days after delivery
- Customer arranges transport, in original packaging, himself
- If received by us without damage, you will receive a credit invoice for 75%
- Products marked with an asterisk cannot be returned

Exchange

- Within 14 calendar days after delivery
- The customer returns the products himself in original packaging and immediately collects the new products
- Upon receipt of products without damage in original packaging, we will credit 100%

Article number	Quantity	Reason complaint/return

Client:

Contractor: FORNO

Signed:

Signed:

Date:

Date:

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

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