

# COMPLAINT / RETURN FORM

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](mailto: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**