

Return of goods, repair/complaint

Please enclose the delivery note or invoice!

Order number / order date	Customer No. – please state	Delivery note / invoice no.
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Hoffmann Nürnberg GmbH
Qualitätswerkzeuge
Franz-Hoffmann-Str. 3
D-90431 Nürnberg

Order issued by / contact person (for queries):

If delivery address is different:

Company /department

Street

Postcode, Town

Tel. Fax

Surname First name

Company /department

Street

Postcode, Town

Please note:
On request, we will arrange the collection of your tools to be returned at the actually incurred costs, but a minimum of £ 19.80 applies. In case of a justified warranty claim we will, of course, bear the costs for the tool pick-up.

Please tick the appropriate box(es)

- Return of goods** (Special orders, specially manufactured goods and bracketed parts cannot be returned. Only unused items in their undamaged original packing can be returned. We charge a restocking fee of 5% for orders placed in error, with a minimum of £ 10.00 net plus shipping costs.)
- Incorrect item** **Quality problem** (please give details, for machining tools give application data)
- Order placed in error** **Other**

- PowerCard replacement**
- PowerCard handed over to Area Sales Manager** **PowerCard returned to Hoffmann Group, Achim**

- Complaint / Claim under warranty**

- Repair order** (It will speed up processing if you state the maximum accepted amount for repairing the tool.)
- Maximum repair cost** £ net (cost estimate if higher than this)

Quantity returned	Article no.	Size	Tool designation, application conditions, details of fault for complaints and repairs

Date: _____ Signature: _____

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