

# RETURN OR EXCHANGE FORM



## ORDER INFORMATION

Your Invoice or Order no.

Customer no.

Date of return

Full name

Company

Street

Post Code / Place

E-Mail

Phone no.

## RETURN OR EXCHANGE

### 1. PROCEDURE

- DOCUMENTS: Please fill out the Return or Exchange form and add a copy of your Invoice or Delivery note to the returned product.
- EXCHANGE: If you wish to exchange a product, please contact us in advance, so we can reserve your requested product.
- SHIPPING COST: Please make sure that the parcel is prepaid from your side. If the parcel has not been prepaid, we will not accept the parcel.
- PACKAGING: If you are returning goods, please note that, in order for suplest to accept returned, products must be "as new". This means that items must be in a salable condition and unworn. The box and all the parts included must be as you received the product.
- GENERAL TERMS: You can find all our General Terms and Right of Withdrawal on our website [www.suplest.ch](http://www.suplest.ch).
- CUSTOMER SERVICE: If you have any questions, please contact us by E-Mail [shop@suplest.ch](mailto:shop@suplest.ch) / Phone: +49 (0)1 626 549 558

### 2. PRODUCT INFORMATION I am returning following product(s):

Amount	Part-No.	Product Name:	Size	Value Euro/Piece Total	Price in Euro incl. 19% VAT.
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### 3. REASON OF EXCHANGE Answer needed

- The product does not suit me
- I ordered the wrong product
- Wrong Item was sent. What product should be sent?
- Faulty product, short remark:
- Other reason, short remark:

### 4. RETURN ADDRESS Sport Pur, Warehouse Suplest, Vollmersbachstrasse 80, 55743 Idar-Oberstein, Germany

### 5. NEXT STEPS (What is your request – How should we proceed?)

- Repair the product (We will make an offer)
- Refund (Please fill out the bank details – below)
- Replace the product
- Exchange with a different product – Part-no.:
- Credit Note with the value of the purchased product

### BANK DETAILS (If it's a refund)

Name of the account holder

Address of the account holder  as above  different:

Account no.

BLZ

Bank

IBAN\*

BIC / SWIFT\*

\*The positions marked with a \* are needed for payments to be made on foreign accounts.

Date:

Signature:

With my signature I accept the terms above.

Please return your product(s) with the official Return & Exchange form and a copy of the invoice or delivery note. We won't accept any returns without the Return & Exchange form. We will not accept any unpaid parcels.