

Repair-Service-Check



We offer you 2 unbureaucratic solutions to limp up your goods as quickly as possible

1	Basic	2
You look for a shoemaker, saddler or repair service of your choice and let the repair be done on your own.		You return the goods to piké and we will organize the repair for you in one of our authorised repair shops.
We will bear the costs for the repair after you provided us with the original invoice of your repair service.	Who bears the costs?	We will bear the costs for the repair and for returning the repaired goods to you. Costs for sending the broken goods to our company will have to be born by you.
If the damage is relatively small and easy to be repaired by the service provider. We will cover repair costs up to EUR 15.	When suits which solution?	If the damage is relatively heavy, cannot be repaired by the service provider or could only be repaired expensively or if the repair costs exceed EUR 15.
You inform us about the damage before the repair by sending us significant pictures (e.g. by email). One of our employees will give you the ok to let the repair be done.	Precondition	It is enough to forward the goods to our service team (see address below).

A. Customer and Invoice Data:

(spaces with * have to be filled in)

Customer No. (see invoice)*:	
Invoice No. (see invoice)*:	

Name, Forename*	
Company / Agency	
Street / No.*	
Area Code / City*	/
Telephone / Fax (for queries)*	

Account Data in case of depreciation or reimbursement:

Holder	
Account No.	
Bank Code	
Bank	

B. Article Data and error description:

Article-No.	
Error description:	

- I let the repair be done and ask for reimbursement of the repair costs (proofing picture and original invoice will be provided)
- piké shall execute the repair. The goods will be forwarded post paid:

**piké-leather design
-Service-
Michael—Kazmierczak-Str. 25
04157 Leipzig**

Following conditions are subject to the warranty process:

The customer has the claim to guarantee during the period of 6 months after delivery of goods. Guarantee is granted according to legal regulations, whereas the company reserves the right to rectify or to deliver in addition twice in case of defect. The customer can claim the withdrawal of the goods against recommendation or the depreciation of the agreed price should the rectification fail or should the additionally delivered goods be defected as well. (Right to rectification or depreciation)
In case of delivery in addition equipment features, dimensions and colours can vary slightly due to optimising our products. This does not account for claims to decompensate the purchase price (rectification) or to depreciate the purchase price (depreciation).
The claim to warranty does not apply if the damage or functionality leads back to violence, improper use or unusual handling. This includes natural hazard, damages due to violence, damages due to falls or damages due to ignored instructions.

To claim warranty the product has to be returned to the company including the original invoice, whereas the company arranges the collection of the product from the customer. Surface damages, signs of wear and use (e.g. scratches, staining or attrition) which occur due to normal use, are excluded from claim to warranty.

City, Date

Customer's Signature