

Online Return Form (non German resident)



You have decided to return your ordered goods. To assure a quick procedure please note following tips and fill in the form completely.

This is how the return works:

1. Fill in the form completely and forward it to us (e.g. by fax to 0049 - 341 - 91075549)
2. Pack the goods carefully and enclose this form as well.
3. The package will be collected at the agreed place at the agreed time (piké will arrange the collection for you if you are resident within the European Union)
4. As soon as the goods arrive at our office we will check them and execute the desired performance.

Please read the following tips carefully before filling in and sending the form:

You can state collection information (e.g. collect from 10 am) for the parcel service in the space "note for the collector"

The collection can only take place **Mon – Fri between 8 am and 4 pm**. Please make sure that the package will be ready for collection during this period.

- **Earliest date of collection is 5 days from today** (if work day)
- You can also state a different address than the original delivery address, e.g. address of your company, of a neighbour or a friend who will be available at the time of collection
- Resulting costs will have to be born by the customer. You can always choose to send the goods on your own.

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)*	

B. Data of the collection: (only EU)

No. of packages*	
Desired date of collection:	
Note for collector:	

If needed different collection address:

Name, Forename / Company*	
Contact*	
Street / No.*	
Area Code / City*	
Contact's telephone no.*	

C: Article data:

Art-No.	Description	Quantity	Reason

10	Wrong article	30	Transportation damage
11	Wrong quantity	31	Incomplete delivery
12	Double delivery	32	Material error
13	Delayed delivery	33	Warranty case
14	Unwanted replacement	40	Goods do not suit me
20	Wrong catalogue illustration	41	Different reason:
21	Mistakable catalogue text		

D: Desired performance:

<input type="checkbox"/>	piké credit, I will order again
<input type="checkbox"/>	Exchange in the same article and new sending
<input type="checkbox"/>	Repair
<input type="checkbox"/>	Reimbursement of purchase price according to Terms and Conditions on my account

Account data

Holder	
Account No.	
Bank Code	
Bank	

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City, Date

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Customer's signature