

Return form

WALTER

Quality since 1919

Dear customer,

It may be necessary to return goods for various reasons. In order to process your return as quickly as possible, we ask that you complete the form below, to the best of your ability and enclose it in with your return package. We will process your request as soon as possible upon receipt of the goods.

Sender information – please complete the form below in capital letters:

(Thoroughly Completed forms will lead to a faster processing!)

Online order number: _____

(only relevant for: WALTER onlineshop, Ebay, Amazon, Mano Mano purchases):

First name: _____ Last name: _____

House no. & street name: _____

Postal code: _____ Town or suburb: _____ Country: _____

Email address: _____ Phone number: _____

I want: ☐ Repair/exchange ☐ Refund

Article number	Article description	Amount	Reason*	Remark / error description

An exchange can only take place if we have the article is in stock. Please note that as the supplier, we have the right to repair a faulty product 3 times before the purchase price will be refunded to the original means of payment. You can find further information regarding return or exchange on our Website: www.walteronline.com/en/terms-and-conditions.

* **Reasons for returns:** **11** Wrong order - **12** No longer interested - **13** Lower price found - **14** Item deviates from description - **15** Late delivery - **16** Poor quality - **17** Not functioning
18 Article Incomplete - **19** Wrong article

Date

Signature