



**KALTENBACH**

**POWERFUL SOLUTIONS - PASSIONATE PEOPLE**

## Confirmation slip | Guarantee notice

Dear customer,

for possible return of parts to us, we ask that you use the enclosed "**Return note/Guarantee notice**". **Fill out the form clearly and legibly and enclose it with the shipment. Returns without a fully completed form will lead to processing delays.**

**Returns must be returned to Kaltenbach within 4 weeks of the delivery note date. Later returns will not be considered. Please clarify the return with our employees via [spareparts@kaltenbach.com](mailto:spareparts@kaltenbach.com) or [retouren-ssp@kaltenbach.com](mailto:retouren-ssp@kaltenbach.com) before returning.**

### Return delivery

- For quick and easy processing, please send return deliveries "free domicile" (DDP).
- **Parts may not be returned to Lörrach freight collect.** The most favourable rate must be selected.
- If you nevertheless send a consignment back to us "**freight collect**", this must be notified to our spare parts sales department in advance in writing. Failure to do so might pose the risk that an unknown consignment that has been delivered freight collect will not be accepted and that additional costs will be incurred by the return delivery. If we accept this, the freight costs incurred will be offset against a processing surcharge of 15%.
- The following may not be returned:
  - Installed or used goods
  - Wear materials and consumables
  - Customer-specific components
- A handling fee is charged for each return item.

■ Single item value <100 €	Flat rate 10 €
■ Single item value >100 €	10% of the value of the goods
- Returns are offset exclusively against credit.
- The goods must be returned in **unopened original packaging**.

### Transport damages

- Transport damages must be reported to the freight forwarder **immediately** upon delivery or detection (Sec. 438. German Commercial Code). He is initially responsible to you for clarifying and settling the damage.
- If a transport damage **could not be determined externally**, the carrier must be notified of the damage in writing within **7 days** of delivery. Please send us a copy of the notification of claim for information purposes.
- If the damage is not notified to the carrier in time, your claims may be jeopardised.
- Kaltenbach is not liable for transport damages. Parts with transport damage should be returned to us only if the claims settlement has been clarified with the carrier.

### Wrong orders

- Incorrect orders or other ordered parts that you do not need, can be returned only if the goods are **unused and in unopened original packaging**.
- However, you are not entitled to return such parts.
- We reserve the right to charge a handling fee for the return of such parts.
- In the case of electrical devices, a functional test is always carried out, which we can also deduct from a credit.

**Please always enclose a copy of the invoice or delivery note with the delivery.**

Our employees from the quality control department will be happy to answer any questions you may have.

E-mail: [retouren-ssp@kaltenbach.com](mailto:retouren-ssp@kaltenbach.com) | Phone: +49 7621 175-448 | Fax: +49 7621 175-480

Please fill out the return form **completely**, place it in the package along with the goods and send everything to:

Kaltenbach GmbH + Co. KG  
 Blasiring 4  
 79539 Lörrach  
 Germany



**KALTENBACH**

**Please always enclose a copy of the invoice/delivery note.**

<b>Company:</b>	<b>Customer number:</b>
<b>Machine model:</b>	<b>Machine number:</b>
<b>Phone:</b>	<b>E-mail:</b>
<b>Fax:</b>	<b>Invoice number:</b> (if only delivery note return)

PC	Order number	Name or item number of delivery note or invoice	Reason for return (according to code)

**Fault description for defective parts:**


**Reason for the return: please enter the code below**

Reason for the return: please enter the code below	Code
Goods returned unused (wrong delivery/wrong order)	1
Defective goods returned under warranty	2
Defective replacement part (.. /AT) for discharge, partial credit if applicable	3
Part for repair after cost estimate	4
Other	5