

Complaint & Support Request Form

Dear customer, please fill in the form as completely as possible and send it to the below mentioned e-mail or attach it to the returned goods. We will not accept any return without this form.

Company

Contact person

Customer Article-no.

MAGONTEC Article-no.

e-Mail-Address

MAGONTEC Invoice-No.

MAGONTEC Delivery note

Date of Delivery

Start of Operation

Operating time

Date of complaint

number affected

Complaint reason:

Please describe briefly and accurately the detected issue. Please send additional informations/pictures by e-mail.

After examination, to be proceed as follows:

Please check the corresponding field

Claim is unjustified / will not accepted:

- Return delivery (subject to charge)
- Waste disposal (free of charge)

Claim is justified but repair is not possible:

- Replacement delivery
- Credit note

Any claimed goods are to be returned 6 weeks after their reception at the latest, or by default, promptly after appearance of the error. This applies in particular to deliveries with missing or incorrect accessories. Should the complained goods be collected and / or returned to a later date, we reserve the right to charge a processing fee of (currently) 93,- € per hour.

Return address:

Magontec GmbH
Qualitätssicherung
Industriestraße 61
46240 Bottrop
Email: quality-europe@magontec.com