

Return Form

Please carefully fill out the following form and enclose it with the return shipment, making sure it is clearly visible. If you have any questions, please contact our customer support department in your country.

1. Sent by:

Company:	<input type="text"/>	Customer no.:	<input type="text"/>
Contact person:	<input type="text"/>	Phone:	<input type="text"/>
Street:	<input type="text"/>	E-mail:	<input type="text"/>
ZIP code, city:	<input type="text"/>	Ticket ID:	<input type="text"/>

2. Items for return delivery:

No.	Quantity	Item number	Delivery note number:*	Reason for return	Defect**
01					
02					
03					
04					
05					

*Enter either the invoice number, delivery note number or order number

**To be completed if the reason for the return is "Complaint" or "Incorrect item supplied"

Reason for return		
a. Sample return	c. Repair	e. Complaint
b. Return of a rental device	d. Incorrect item supplied	f. Incorrect item ordered

e – Defect – complaint		
1e. Output value incorrect	6e. Damaged	11e. Labeling incorrect
2e. Contaminated	7e. Malfunction	12e. Hysteresis incorrect
3e. Light spot conspicuous	8e. Linearity deviation	13e. Measured value not in line with specification
4e. Degree of protection not met	9e. Software faulty	14e. Other
5e. Sub-function restricted	10e. Does not start	

d – Defect – incorrect item supplied		
1d. Insufficient quantity supplied	4d. Delivered too early	7d. Delivery incomplete
2d. Too many items supplied	5d. Wrong parts supplied	8d. Other
3d. Delivered too late	6d. Packaging damaged	

3. Comment:

(Please refer to the number in the first column of Section 2 if adding information or comments)

No.	Comment

4. Notes:

Fluid sensors:

Fluid sensors (pressure, flow, or temperature sensors → item number “F...”) may be returned only with a completed and signed declaration of decontamination. This can be found at www.wenglor.com

Products with lithium-ion batteries:

- If possible, always use the original packaging when returning a product. If the original packaging is damaged, please use new packaging.
- The package must be sturdy and robust, and it must be ensured that the product is secured (use filler material if necessary).
- A maximum of two products may be returned in one package.
- The shipping label for lithium-ion batteries and the shipping documentation must be attached to one side of the package in a plainly visible fashion. These are available at www.wenglor.com.
- If the lithium-ion battery is severely damaged (for example, the battery fluid is leaking), for safety reasons, the battery may not be returned and must be disposed of at the local hazardous waste disposal facilities (proof will be required). Please inform our customer support department after disposal.

Our General Terms and Conditions (GTC) form the legal basis for all returns. These can be found at: www.wenglor.com

By returning the goods, you confirm that they have been adequately cleaned and properly prepared for return transport.