

PARCEL COVERING LETTER



B&K LUMITEC

2 rue Alfred Kastler

Zone Industrielle

67850 Herrlisheim - France

+33 (0) 3.88.96.80.90

hello@bklumitec.com

Customer account-no.

Company

Contact person

Phone number

E-mail

The following items will be returned:

Invoice number declaration*	Quantity	Order number	Serial number	Reason with code number

*FOR FURTHER PROCESSING, PLEASE QUOTE THE INVOICE NUMBER URGENT OR ENCLOSE A COPY OF THE INVOICE.

Always quote the reason:

02 - Faulty goods (error description enclosed)

06 - Return of sample

12 - Repair against charge

23 - Replacement unit back

03 - Wrong item delivered

09 - Wrong ordered

13 - Warranty repair

☐ _____

04 - Damage in transit (defect description enclosed)

11 - Not ordered

14 - Cost estimate**:

Yes ☐ No ☐

☐ _____

Error description

In case of technical error or defect
(reason 02 and 04) please always fill in!

Error occurs

☐ By switching on

☐ Unregular

☐ Product is visible broken

☐ After a certain period

Detailed defect description

Please note for all returns!!!

1. Please use our parcel covering letter form (retoure.bkbraun.com). This form have to be filled in completely and have to be send including corresponding invoice with the goods back to us. Without this form and the copy of the invoice we cannot handle the returning shipment. Without these documents the processing isn't possible!

2. "Freight Collect" shipments will not be accepted.

3. Please send the goods without signs of usage with complete package contents and undamaged original packaging back to us.

4. Returned goods will be sorted, checked and recounted. Only these ascertained quantities are binding for us.

5. Damaged, useless or no standard B&K products as well as custom-made articles cannot be exchanged or credited.

6. Any kind of lamps are not exchangeable. These items will be returned at customers expense

****Note / cost estimate: We have to charge the cost estimate with a lump sum of 50,00 EUR.**

The lump sum will be settled with the repair order. If the repair will not engaged, the customer has to bear the costs of the estimate.