

PARCEL COVERING LETTER



B&K LUMITEC

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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	<input type="checkbox"/> _____
04 - Damage in transit (defect description enclosed)	11 - Not ordered	14 - Cost estimate**:	Yes <input type="checkbox"/> No <input type="checkbox"/> _____

Error description In case of technical error or defect (reason 02 and 04) please always fill in!	Detailed defect description _____
Error occurs <input type="checkbox"/> By switching on <input type="checkbox"/> Unregular <input type="checkbox"/> Product is visible broken <input type="checkbox"/> After a certain period	

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 35,00 EUR.**

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