

Distribution warehouse:

Siegmund Work GmbH
Landsberger Straße 180
86507 Oberottmarshausen

siegmund work

RETURN NOTE

Dear Customer,

In order to make the return process as easy as possible for you, we ask you to note a few points:

- ✓ After receipt of the shipment, you have 14 days to have the goods picked up (see back side for details).
- ✓ Fill out this return slip so that your return can be processed as quickly as possible.
- ✓ Pack the parts to be picked up properly (see Instructions >> Instructions for packaging)
- ✓ Then prepare the goods for collection

Please enter your bank details for the refund of the value of the goods:

Account owner: _____ Bank account number: _____
Bank code: _____ Name of the bank: _____

Article no.	Article description	Amount	Reason for return

IMPORTANT, PLEASE NOTE:

Be sure to enclose the return slip with the return!

DELIVERY	ARTICLE
01 Wrong item delivered	06 Material does not match the expectations
02 Item damaged	07 Different than described/pictured
03 Items delivered too late	08 Bad quality of article
04 Delivery incomplete	09 Material or manufacturing defects
05 Transport damage	

Space for your comments:

Distribution warehouse:

Siegmund Work GmbH
Landsberger Straße 180
86507 Oberottmarshausen

siegmund work

RETURN POLICY

Is there a right of return/exchange?

If you do not like an item or you want to exchange it, the statutory return period is 14 days.

I received an incorrect or damaged item. What can I do?

If you have received a damaged item or an item that you did not order, we will have it collected from you.

We will endeavor to replace the item for you as quickly as possible. If the item is no longer available, the invoice amount will of course be refunded to you.

An article doesn't appeal to me. Can I return an item?

At siegmund work you have the option of returning an item up to 14 days after receipt. Please make sure to use the forms enclosed with the shipment so that we can ensure quick and correct processing:

RETURNS

Returning accessories:

Return note:

Please always fill this out completely so that we can process the return as quickly as possible.

The form can be downloaded from our website under Service >> Returns.

Distribution warehouse:

Siegmund Work GmbH
Landsberger Straße 180
86507 Oberottmarshausen

Returning work tables:

If you have ordered the siegmund work table incorrectly or if you don't like it, you can have it picked up by us within the return period. Please let us know your return request by e-mail and the times when the work table is ready for collection. Alternatively, you can also arrange the pick-up date directly with the forwarding agent. If you wish this, please indicate this in the e-mail. Please have the original packaging and unused table ready for collection. See: Service >> Instructions >> Packaging instructions

Can I exchange an item?

If the item is in its original condition, it can be exchanged within the return period without any problems.

Will my full invoice value be refunded in the case of a return?

In the case of a return, we will of course reimburse you for the value of the goods. Shipping costs are not taken into account.

I have returned an item. How and when will the value of the goods be refunded to me?

The basic requirement for a quick refund of your money is a fully completed return slip with all bank details. After receipt of the return and inspection of the goods, the value of the goods already paid will be refunded within approx. 7 to 14 days.

How should the item be packaged for return?

Please avoid damage and contamination. If possible, send the worktables back on the original pallet, wrapped in foil, covered with a wooden lid and fixed with steel straps. We recommend keeping the table packaging until the end of the return period.

If you no longer have the original packaging, please also ensure that the accessories are adequately protected against transport damage with suitable packaging in order to avoid claims for damages due to damage caused by defective packaging. The goods must be unused. See: Service >> Instructions >> Packaging instructions

How to register a complaint?

In the case of a complaint, we ask that you inform us by e-mail and attach photos of the goods to be complained about, for example if the packages were delivered in poor condition.

Important!! If the goods are received in damaged packaging, this must be noted/acknowledged by the deliverer or acceptance must be refused. A complaint for this reason cannot be considered without a note from the parcel service or the forwarding agent.

siegmund work will then get in touch with you and collect the items complained about from you or send them to you again.

If the complaint is justified, siegmund work will send you the replacement item free of charge as soon as possible.