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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Always complete this area – basis for return confirmation** | | | | | | | | | |
| Customer no: | | | | | Telephone no: | | | | |
| Customer name: | | | | | Cellphone no: | | | | |
| Telefax no: | | | | |
| Customer ref: | | | | | E-mail: | | | | |
| Address: | | | | | | | | | |
|  | | | | | | | | | |
| Reason for return / complaint | | | | | | | | | |
| Complaint ( ) | | | Incorrect order ( ) | | Return after trial ( ) | | |  | |
| Other reason: | | | | | | | | | |
|  |  | |  |  | | | | |  |
| Art. No. | | Serial no\* | | Description | | Qty. | Delivery date | Your order no. | Our order no. |
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| \* If serial no. present. If complaint refers to accessories or individual components please give serial no. of the main product. | | | | | | | | | |
| **Regarding complaints** | | | | | | | | | |
| When did the fault occur? | | | | | How many times has the product been circulated? | | | | |
| Describe the nature of the fault, how it occurred, and the circumstances under which it occurred, e.g. user’s weight, ambient conditions. | | | | | | | | | |
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Returns/complaints will only be accepted on condition that: If you have questions, contact customer services:

1. the form is correctly completed and send to customer services Etac AB, Customer service
2. a copy of the form is sent with the returned article Tel +46 371 58 73 30
3. a return no. is obtained as stated above (contact customer services) E-mail: orderexport@etac.com

Product return address: Etac Central Warehouse, Oljevägen 3, SE-334 33 Anderstorp, Sweden