

ATTENTION. IN CASE OF COMPLAINTS, PLEASE NOTE.

Dear customer!

The following is an amendment to the general terms and conditions of Pfanner Schutzbekleidung GmbH.

Complaint

- › The package must be shipped with the „postage paid“. Should we find a mistake on our part, we will credit the shipping costs to your account.
- › Please document clothing with photo. Enter your telephone number and contact details.
- › We can only process cleaned/clean goods. Please therefore only send cleaned goods - dirty goods will be cleaned and charged with a flat rate of 25 euros.

**IMPORTANT: the package is to be stamped,
later complaints will not be considered.**

Freight charges?

- › The packages for the return shipment must be prepaid, i.e. the freight costs must be paid by the customer. No freight charges can be credited to your account. The return must be carried out in the original carton.

Return address for Germany:

Max Müller Spedition GmbH
c/o Pfanner Schutzbekleidung
Gewerbestraße 2
D-88145 Opfenbach (Lindau/B)

If you have any questions, please contact us at +43 59 50 50 - 200 or info@pfanner-austria.at

If an article is sent directly to us, it must be sent with the „postage paid“, as we are connected to the central postal distribution network and do not receive any articles without the „postage paid“.

Important: The package is to be prepaid. We will not accept subsequent complaint claims.

Please only send us completely filled out forms, with a copy of the invoice or delivery note, as well as new/original packaged goods.

COMPLAINT

Return to:

Pfanner Schutzbekleidung GmbH
 Herrschaftswiesen 11
 A-6842 Koblach

Consignor: _____

Your customer data

Date: _____

Customer no.: _____ Complaint no.: _____

Name*: _____

Street address*: _____

Postal code*: _____ Town/city*: _____ Country*: _____

Telephone*: _____

E-mail*: _____

I would like to submit a complaint claim concerning the following articles: (Please note that a complaint claim can only be submitted for completely cleaned goods.)

Article number*	Article designation*	Invoice number/ customer receipt*

Reason for the complaint claim*

Defect Delivery date exceeded Miscellaneous (please explain) _____

Description*:

Please fill in all fields marked with *. If you have any questions, please contact us at +43 59 50 50 - 200 or info@pfanner-austria.at