

Returns form

Surname, first name

Phone number

E-mail address

Order number (VAN / VL or EB)

Reason for return

Ordered wrong item

Item is faulty

Other reasons:

Received wrong item

Item doesn't fit / I don't like it

In case of fault:

Please note the following:

- **Please enclose the delivery note or guarantee slip which came with the delivery. We accept unused returns in their original packaging within the 14 day returns deadline.**
- The following items are excluded from the right of return:
 - Appliances which have already been used
 - Ex-display and used appliances
 - Hygiene items, such as all body and oral care products as well as medical devices (toothbrushes, thermometers, massage devices, love toys etc.)
 - Water treatment products and accessories (kettles, descaling products etc.)
 - Used barbecues and all barbecue accessories
 - Batteries, accumulators and storage media
- **Return / exchange:** Please return to the address below.
Guarantee claim / fault: Please use the return address from the [guarantee and service departments list](#).

Please notify the return in writing using the [contact form](#). Telephone notifications will only be accepted with a written confirmation from us.