

RETURN APPLICATION AND DIRECTIVE

Save the form, open it in Acrobat or Acrobat Reader and then select „Tools“ > „Fill in and sign“. Please send us the signed return application form (application is sufficient for return shipment) with company stamp by mail, fax or e-mail.

RETURN APPLICATION

Return shipments must be charged and clearly marked as returns

Company

Customer no.

Stamp

Date

Reference no.

Responsible clerk

Invoice no.

Date of invoice

Delivery note no.

ST-article no.

Quantity

Specification/Description

Invoice no.

Date of invoice

Delivery note no.

ST-article no.

Quantity

Specification/Description

Invoice no.

Date of invoice

Delivery note no.

ST-article no.

Quantity

Specification/Description

Reason for return

Please note:

Any return must have been approved in advance by the Handling of complaints department. Please send this form by email, fax or letter to the addresses given below. For returns without prior approval a basic charge of 10 % will be deducted from the amount or the return will be rejected. We reserve the right to charge max. 35% of the purchase price. This also depends on the condition of the article and the packaging. Please enclose a copy of this form with the article released for return. Please apply for your return with this returns form via retoure@templin-automotive.de.

All statements made are true and correct

Signature: _____

RETURN POLICY

General information

The following guidelines explain the requirements of Templin Automotive GmbH for the delivery and return of goods.

Unless otherwise agreed, the delivery address is
ST-Templin Automotive Automotive GmbH, Domänenweg 1,
31863 Coppenbrügge

acceptance times:
Monday - Thursday: 8:00 - 15:15 hrs,
Friday: 7:30 am - 11:30 am

1. Processing

1.1 Application for return

Please request your return with our return request form via retoure@templin-automotive.de. For returns delivered without prior approval, Templin Automotive reserves the right to refuse acceptance of the goods or to send „EXW“ back to the customer. Deviations from the packaging unit (PU) must be requested in advance. The return period for goods is limited on the basis of the agreed conditions of their delivery. All deviations from these specifications must be coordinated with Templin Automotive in advance and approved in writing.

1.2 Transport costs

If Templin Automotive is not at fault, the costs for the return are to be borne by the customer. All other returns will be picked up by Templin Automotive free of charge.

1.3 Credit note

After receipt of the goods, a corresponding credit note is issued. For returns that are not caused by Templin Automotive, 15% storage costs will be deducted from the net value of the goods. Any costs possibly incurred (cf. in particular 2.) will be deducted from the credit note.

2. Packaging

To avoid further costs, please note the following information:

- the goods must be free from any contamination
- the product packaging must be free from damage
- the goods and packaging must be protected from mechanical damage (e.g. deformation, impact points) and corrosion must be protected.
- the shipping packaging must in particular be able to withstand the effects of the weather and reloading of the transported goods.
- overseas freight must be packed seaworthy
- Foreign labels must be removed before each return

Additional costs and damages incurred by Templin Automotive due to non-compliance with the packaging and shipping instructions shall be borne by the shipper and charged by Templin Automotive (e.g. repacking, handling and disposal costs).

3. Accompanying documents

Every return must be accompanied by a return application, a delivery note, a packing list and any other documents required by law in Germany or abroad. The sender is obliged to hand over proper freight and accompanying documents to the commissioned forwarding agent for each shipment. He shall bear the costs of obtaining information that is missing from the delivery documents.

3.1 Delivery note

A delivery note must be enclosed with every return. This must be clearly visible to the recipient. The delivery note must contain the following information:

- Delivery note number
- Date
- Item number
- Article description
- Delivery quantity

3.2 Packing list

If a return consists of several packages or pallets, a packing list with the following information must be attached to the delivery note for each transport unit

- Pallet number
- Item number
- Article description
- Article quantity per package

4. Customs documents

If the delivery is subject to customs clearance, customs clearance documents must also be carried along:

- Invoice, proforma invoice
- Export accompanying document
- Certificate of origin (IP), IP Form A, etc.
- Import documents of the previous purchase

The sender is responsible for the proper preparation of customs documents in accordance with the current regulations.

5. Expense allowance

Non-recognised returns can be collected by the sender at his own expense from Templin Automotive within 14 days after receipt of the credit note. The transport packaging will be invoiced subsequently. After expiry of the period, the destruction will be carried out by Templin Automotive.



TEMPLIN
A U T O M O T I V E

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