

## RETURNS FORM

Please fill out the return form carefully and enclose it with the return. Only in this way are we able to process your complaint quickly and to your satisfaction.

Please note that we can only take back goods that have been originally packaged, packed for transport in the event of complaints, or process them for inspection. In the event of complaints, the parts must also be cleaned. Returns and unjustified complaints are processed or calculated in accordance with our terms and conditions.

Caution! Transport damage must be reported to the deliverer immediately. If the damage can only be seen after unpacking, it must be reported to the delivering company within 7 working days (including Saturday) from the day after delivery.

The goods must be delivered including packaging so that an inspection can take place. The damage settlement is then done via Jay Parts.

### PLEASE PROVIDE THE REASON FOR YOUR RETURN

- 1 – wrong goods delivered     4 – transport damage     7 - return without reason  
 2 – goods do not like     5 – warranty check     8 – Deposit –return of used part (only in original package)  
 3 – delivery time too long     6 – quality defects     6 - other (please fill in)

### REASON FOR RETURN

PART NUMBER	PART NAME	QUANTITY	REASON FOR RETURN

### WHAT MEASURES SHOULD BE TAKEN?

EXCHANGE in  (quantity)

PART NAME + NUMBER

CREDIT NOTE (VOUCHER)

REFUND

Account holder:

Name of the bank:

IBAN:

BIC:

OTHER WAY TO REFUND

Name:

Invoice or order number

Phone number:

E-Mail address:

MESSAGE

\_\_\_\_\_

Date

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Signation