

RETURN FORM

Returns will only be processed if the form is completely filled out and a copy of the original invoice or delivery note is provided!
To be able to process your request as quickly as possible, please send us the defective goods.

Please send it together to the address of DOTLUX GmbH below.

YOUR INFORMATION

Your DOTLUX customer number*:

Order number*:

Invoice number*:

* **Mandatory fields**

Date:

Company:

Street:

Postal code/City:

Contact person:

Phone no. for inquiries:

Email:

COMPLAINT

Item	Quantity	Reason ¹	Error description	Operating hours/day	Scope of application	Circuit by ²

¹ Reasons

- 1 Doesn't suit the requirements
- 2 Item is defective (please give a short, precise explanation of the defect)
- 3 Damage in transit
- 4 Return of samples
- 5 Deliverd twice
- 6 Wrongly ordered
- 7 Wrongly delivered
- 8 Delivery was incomplete
- 9 Other reasons (please explain)

² Circuit by

Light switch (on/off), motion sensor, twilight switch, dimmer, time switch, other

ADDITIONAL INFORMATION (optional)

Note: You have a 14-day return policy. If you return the goods after this period, we charge a storage fee of 20% of the net value of the goods. After a return of 3 months, a storage fee of 50% of the net value of the goods will be charged. A return after 6 months is excluded. The goods must be in their original packaging. If this is not the case, a packaging lump sum of 15 % of the net value of the goods will be charged.