

Complaint form

Returns will be only processed if the form is fully completed and a copy of the original invoice or delivery note is attached!!!

Please send together to: DOTLUX GmbH, Richard-Stücklen-Str. 7, 91781 Weißenburg

Email: reklamation@dotlux.de

date: **Your DOTLUX customer number:**

company: **order number:**

address: **invoice number:**

postal code/city:

contact person:

phone No. for queries: Email:

item	quantity	reason	error description	operating hours/day	scope	circuit by ¹

¹ Lighting switch (on/off), motion sensor, twilight sensor, dimmer, timer switch, others

1	Item doesn't suit the requirements
2	item is defective
3	Item was damaged during transportation
4	item was ordered as sample
5	Item was delivered twice
6	Item was wrongly ordered
7	item was wrongly delivered
8	delivery was incomplete
9	other reasons (please summarize)

additional information (information is optional)

Note: You have a 14-day right of return. If you return the goods after that period of time 20% of the net value of goods will be charged as storage fee. After 3 months a storage fee of 50% of the net value of goods will be charged. After 6 months a return is excluded. The item need to be packed into original packaging. If this is not the case a packaging fee of 15% of the net value of goods will be charged!