

For a quick processing of your return shipment, please complete this form as completely as possible.

NOTE: The return fee is €7.50, up to an order value of €100.00 net. Above €100.00 net, 10% of the order value will be charged.

1. Report your return by phone to +31(0)493-763993
2. Send the form as completely as possible to: sales@pneuparts.com
3. You will receive your return number.
4. Return the items complete and undamaged
5. See the next page for the shipping instructions

* to be filled in by pneuparts

1.) Your customer information

*Pneuparts return-number:

Datum:

Pneuparts customer number:

Companyname:

Contact person:

Adress:

Postal code: City:

Phone nr.: E-mail:

Please tick your choice below:

- Credit note/ Repayment.** After processing the return shipment you will receive a credit note. If you have paid in advance you will receive an automatic refund on your bank giro account.
- Replace the item.** Only for the same item

2.) Returning item(s)

Invoice no.	Item nr.	Qty.	Product name/description

3.) Reason for return

- | | |
|--|----------------|
| <input type="checkbox"/> Item does not fit | 0 Other: |
| <input type="checkbox"/> Item is broken or damaged | |
| <input type="checkbox"/> Wrong item ordered | |
| <input type="checkbox"/> Wrong item shipped | |

Cost of returns

For the processing and booking of the materials in our warehouse we charge €7.50 per returned order, up to an order value of €100,- net. Above an order return value of €100,- net we charge 10% of the order value as return costs.

Shipping instructions

- Report your return by phone to +31(0)493-763993
- Please fill out the return form above as completely as possible.
- Send the form to info@pneuparts.com
- You will receive a return number from us, please enter this number on the return form.
- Please include a copy of the return form with return number with your return shipment.
- Please indicate the return number clearly on the outside of the package. (Shipments without a return number cannot be processed).
- Pack the return items in a wrap-around box to prevent damage in transit.
- You must take care of shipping yourself. Shipping is at your own expense and risk. Damaged shipments will not be processed.
- Returned items must be complete, unbroken, in original packaging and undamaged.
- See return policy.

Conditions for returns

- Items must be returned within 14 days of delivery.
- Products must be returned complete, in their original packaging and unused.
- Damaged or incomplete products cannot be returned.
- Specially ordered products cannot be returned. This is indicated on the order confirmation.
- Hoses and tubing can only be returned in full coil or pipe lengths.
- All other matters are subject to our terms and conditions.

Return due to wrong delivery

Returns due to incorrect deliveries by us, are at the expense of pneuparts.com. Please contact our sales by phone for this, they will give you the instructions for returning your order.

Return address

Pneuparts
Florijn 10 b/c
5751 PC Deurne
The Netherlands

Questions

For questions, please contact our customer service team at +31 (0)493-763993 or email info@pneuparts.com