

# RETURN DELIVERY REQUEST



**Please note that no goods may be returned without SPIR STAR's approval. Any return deliveries not approved by SPIR STAR will not be processed and be returned to the customer at the customer's expense. We will pick up the shipment.**

Step 1: Complete the request form. Attention: Mandatory fields are marked in red.

Step 2: Please send the return delivery note to the following email addresses: [sales@spirstar.de](mailto:sales@spirstar.de) and [quality@spirstar.de](mailto:quality@spirstar.de)

Step 3: Wait for SPIR STAR's decision.

Step 4: Please enclose the approved request with the return delivery.

## Information for customers (Please note)

A return of goods is only possible from a net value of the goods of € 60. The goods returned will be checked as to their condition / original packaging and functionality. SPIR STAR reserves the right to reject the goods returned or make a deduction from the amount of the cancelled invoice if the goods returned deviate from the goods delivered or are defective. Please remember that SPIR STAR will always deduct a restorage fee of 25% of the invoiced amount, but at least € 45. This does not apply to damage and returns caused by SPIR STAR.

## Customer data

Customer number	
Company	
Street & street no.	
ZIP/City	
Country	
Contact*	
Email address*	
Telephone	

## Pick-up/Shipping data

Company	
Street & street no.	
ZIP/City	
Country	
Pick-up times [Weekdays & times]	
Contact	
Email address	
Telephone	

## Purchase order data

Invoice number	
Delivery note number	
Series number & marking on sleeve	

## The following articles are returned completely

Article number	Designation	Quantity	Code Number

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Please always state the reason for the return as code number for the items list and fault description

- 1 = Wrong article delivered <sup>3</sup> | <sup>4</sup>
- 2 = Incorrect quantity delivered <sup>4</sup>
- 3 = Transport damage (transport damage documentation<sup>1</sup>) <sup>4</sup>
- 4 = Technical defect <sup>4</sup>
- 5 = Repeat test | Recertification <sup>2</sup> | <sup>3</sup> | <sup>5</sup>
- 6 = Return of empties <sup>3</sup> | <sup>5</sup>
- 7 = Other reason (please specify here) <sup>5</sup>

<sup>1</sup> Transport damage documentation must have been furnished to the service provider.

<sup>2</sup> Quotation for repeat pressure test requested in advance from the sales department.

<sup>3</sup> Customs clearance instructions and documents, if any, must be observed!

<sup>4</sup> Freight costs are temporarily covered by SPIR STAR. If the complaint is not acknowledged, we reserve the right to recalculate the freight charges.

<sup>5</sup> Freight charges will be recalculated or charged.

Fault description and/or description

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Processing field for SPIR STAR employees

on

Coordinator:

Return request approved <input type="checkbox"/> Yes <input type="checkbox"/> No	Shipment/Pick-up (Costs to be borne by) <input type="checkbox"/> Customer <input type="checkbox"/> SPIR STAR
Complaint number / Transaction number <sup>4</sup>	Shipment number <sup>4</sup>

<sup>4</sup> Please state as reference in the transit declaration.

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### Information for customers (Please note)

Complete the request form. Attention: Mandatory fields are marked with \*.

The maximum dimensions of a package must not exceed 80 x 80 x 25 cm. In addition, the maximum weight per box is 35 kg. If the dimensions or weights cannot be met, the goods must be packed on a pallet and shipped accordingly.

For deliveries outside the EU, it is important to ensure that wooden packaging is treated in accordance with ISPM15 or that alternative packaging materials are used.

The completed form must be sent to [shipping@spirstar.de](mailto:shipping@spirstar.de) prior to shipment / pick-up.

### Information relating to an approved return

Recipient's address	SPIR STAR AG Returns Auf der Rut 5 64668 Rimbach Deutschland
Contact details	<a href="mailto:shipping@spirstar.de">shipping@spirstar.de</a> +49 6253 9889 0
Arrival time	Monday to Friday from 07:30 AM until 03:00 PM

### Information about the goods returned

Weight TOTAL*:	kg
Packages TOTAL*:	Quantity

Package 1	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 2	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 3	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 4	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 5	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 6	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 7	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 8	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 9	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	
Package 10	Weight*:	
	Carton dimensions (max. 80x80x25 cm   35 kg max. per carton) / Pallet*	

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