

RETURN SLIP

Please enclose with the return shipment

Return address: Cartesy GmbH Department: Complaints Am Industriepark 11 DE-84453 Mühldorf am Inn	Please use this return slip in the event of a defect with your product. If information is missing, we cannot guarantee prompt processing. Cost estimates are only provided if required. Please note that delays may occur in this case. Thank you very much!
Part (s):	
Part number(s):	
Serial number(s):	
Issue description:	
Company name and address :	
Shipping address: (if different)	
Billing address: (if different)	
Contact person name:	
Contact person contact details: (Phone number, e-mail)	

Date

Signature / Company stamp

Change in complaints processing as of 01.01.2024

Dear customers and business partners,

This letter is to inform you that our procedure for processing complaints and repair requests will be adjusted as of 01.01.2024. Our aim is to shorten processing times and continuously simplify our processes in order to offer you an even better service.

From 01.01.2024, we will give preference to processing complaints and repair orders that are submitted with a fully completed return slip. This document can be found on the first page and is also available for download on our homepage at

<https://cartesy.de/wp-content/uploads/Return-slip-Cartesy.pdf>

Please ensure that the following information is always included:

A detailed description of the fault, the desired delivery and invoice address, your contact person responsible for any queries. We cannot guarantee prompt processing if this information is missing. Please note that there will be delays if a cost estimate is requested.

By completing the return slip in full, you will help us to process your request more quickly. This will enable us to work more efficiently and guarantee you a smooth process.

We thank you for your support and understanding and will be happy to answer any questions or comments you may have at any time!

Best regards from Mühldorf,

Your Cartesy Team