

# RMA Form (Return Merchandise Authorisation)

Dear customer,

Even at tevigo, it may happen that an item is defective or that a mistake is made during delivery.

In such a case, rest assured that with us you are in very good hands, with the help of this Return Merchandise Authorisation (RMA).

But first we would like to apologise already for any inconvenience and will do everything we can to help you as fast as possible.

**Please fill out this form as completely as possible.**

## Important information / procedure:

- Every return must be shipped free-to-door!
- If possible, return the goods in the original packaging.
- In accordance with the German Distance Selling Act (FernAbsG), goods may only be returned without giving any reason within 14 days after delivery if they are unused and undamaged..

Customer number

First- and Last name

Street

E-Mail

Invoice number

Company

Postal code / City

Telephone

Amount Item number Description

Reason

Wish

Brief description of the defect:

Amount	Item number	Description	Reason	Wish	Brief description of the defect:



G. Credit, T. Replacement

**Adresse:** tevigo gmbh  
 Retourenabteilung  
 Im Schwarzen Kamp 1  
 31246 Ilsede (Germany)

- |                         |                             |                                     |
|-------------------------|-----------------------------|-------------------------------------|
| A. Item is defective    | F. Item is too large        | L. I dislike the pattern because... |
| B. Item delivered wrong | G. Item is too heavy        | M. I dislike the shape because...   |
| C. Item described wrong | H. Item is too light        | N. I dislike the colour because...  |
| D. Delivery incomplete  | I. Strong odour             | O. Return according to the German   |
| E. Item is too small    | J. Grain size is too coarse | Distance Selling Act (FernAbsG)     |
|                         | K. Grain size is too fine   | F. Other reasons (please specify)   |

Please include this form, as well as a copy of the invoice, with your return. For fault on the part of the purchaser or a non-authorized return, the purchaser shall bear the costs of the return shipment. In accordance with the German Distance Selling Act (FernAbsG), goods may only be returned without giving any reason within 14 days after delivery if they are unused, undamaged and in their original package with all original contents.

Any credit should be transferred to the following account.

Account holder

Account number + BIC

PayPal Account

Town/City

Date

Signature