

# 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

Invoice number

First- and Last name

Company

Street

Postal code / City

E-Mail

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
- B. Delivery incomplete
- C. Item delivered wrong
- D. Item described wrong
- E. Return according to the German Distance Selling Act (FernAbsG)
- F. Other reasons

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