

Information about complaints, returns and replacements



Dear Sir/Madam,

Despite great care and diligence, errors sometimes occur and complaints, returns or replacements result.

In order to deal with these quickly and with minimal bureaucracy, here are a few pointers:

1. First, fill out the complaint form (see reverse) in full and send it to us by email or fax wherever possible.
2. Please wait for our reply, which you will receive by phone, email or fax. Our sales department will make a suggestion as to how the problem can be quickly remedied.
Please do not return any goods to us without consultation.
3. If goods - after consultation with us - need to be returned, then please attach the complaint form and a photocopy of our delivery note.

Please note that goods returned to us without comment drastically slow down the process.

Returns delivered to us freight forward will only be accepted if this has been discussed with us in advance and the return is based on a legitimate complaint (quality defect, error on our part). Otherwise, we reserve the right to subsequently invoice the shipping costs incurred.

If you have any questions, please contact our sales department.

Kind regards,

Your Goecke-Team

TRANSPORT DAMAGE!? WHAT SHOULD YOU DO IF ...



Transport via....	Damaged packaging	Undamaged packaging, but damaged contents
Parcel service	Decline to accept the goods from the parcel delivery company making the delivery and request a confirmation of damage note. Immediately report the damage to our sales department.	Immediately report the damage to our sales department. In all cases, the goods and packaging should be left in the condition which they were in when the damage was discovered.
Shipping company	Unpack the goods in the presence of the lorry driver making the delivery and have the driver attest to the damage on the bill of lading or decline to accept the goods Immediately report the damage to our sales department.	Photograph for the conservation of evidence. Immediately report the damage to our sales department.

COMPLAINT FORM

info@goecke.de or FAX No. +49 (0) 23 36 - 47 90 - 10

SENDER:

Company:
.....
Address:
Postcode, city:
Phone number:
Fax number:
E-Mail:
Contact:
Delivery note no.:
Delivery note date:
Customer no.:



Der Ausrüster für Vermessungstechnik

GOECKE GmbH & Co. KG
Ruhrstraße 38
D-58332 Schwelm

Tel. +49 (0) 23 36 - 47 90 - 0
Fax +49 (0) 23 36 - 47 90 - 10
E-Mail: info@goecke.de
Website: www.goecke.de

Please complete this form in full taking the information on the reverse into account.

**The following positions show error:
(Please indicate cause of error, see key)**

- Possible causes of error:
- 1 = incorrectly packed by GOECKE, or error in order entry
 - 2 = incorrectly ordered by us
 - 3 = product defect
 - 4 = Other

Order no.	Quantity	Description of defect	Cause

Customer proposal for rectification of the error:

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Internal GOECKE comments (please leave blank):

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