

# RETURN FORM



Dear customer,

To ensure fast processing of returns and complaints, please enclose the completed return form with your return package. Please note that in case of a return, a 15% handling fee applies to all built-in modules and a 30% handling fee applies to all custom-made luminaires and drivers.

The shipping costs for the return are to be borne by the customer.

Please send the goods as soon as possible to the address applicable to you:

**Bechter Licht GmbH**

Dorf 135a  
A-6952 Hittisau

for Switzerland & Liechtenstein

**Bechter Licht GmbH**

Geo Since SA, c/o Sonderegger Transporte AG  
Galerieweg 11  
CH-9443 Widnau

Excluded from exchange or return:

- # goods not in original packaging
- # connected or installed luminaires
- # custom constructions

**Customer information:**

Company: .....

Contact person: .....

Delivery note number: .....

Order number: .....

E-mail: .....

Phone number: .....

Item number	Article description	Qty	Return reason *	Internal use			
				Qty	checked	booked	Internal remarks

\* Return reason

- 1 = Return subject to handling fee
- 2 = Defect upon connection
- 3 = Defect during operation

- 4 = Transport damage or breakage
- 5 = Poor quality
- 6 = Driver defective

- 7 = Incorrect goods delivered
- 8 = Sample return
- 9 = Other

Remarks

**Have you remembered everything?**

- Return form completed
- Items fully and securely packed
- Return package labeled with the correct Bechter Licht GmbH address