

Return Delivery

Rücklieferschein / Return Delivery Note

Erwin Junker Maschinenfabrik GmbH
Junkerstr. 2, 77787 Nordrach, Germany

Empfänger / Consignee:

Absender / Consignee:

Kunden-Nr. / Customer no: 9999999
 Firma / Company: Mustermann GmbH
 Straße / Street: Musterstrasse 25
 PLZ, Ort / ZIP, Place: 12345 Musterort
 Land / Country: Deutschland
 Kontakt / Contact: H. Muster
 E-Mail: h.muster@mustermann.de
 Tel. Nr. / Phone no.: +49-12345-56789

Datum / Date: 31.01.2017

Zustand des Artikels / Condition of Item

- N = Neu / New
- D = Defekt / Malfunction
- A = Austauschteil / Replacement Part

Grund Ihrer Rücksendung / Reason of your return delivery

- G = Rückgabe zur Gutschrift / Return for credit
- R = Reparatur / Repair
- U = Umtausch / Exchange
- S = Sonstiger Grund / Other reason

Bitte beachten: Bei Rücklieferungen zur Reparatur geben Sie bitte eine detaillierte Fehlerbeschreibung an („defekt“ ist leider nicht aussagefähig genug). Sie vermeiden somit langwierige Rückfragen und beschleunigen dadurch den Vorgang.

Please take into account: If you are returning a part for repair please provide a detail fault description. This will speed up the feedback the process and prevent unnecessary questions.

Menge / Quantiy	Artikel- Nr. / Part no.	Produktname / Product name	Detaillierte Fehlerbeschreibung / Detailed error description	Auftrag / Order Lieferschein / Delivery note	Zustand / Grund Condition / Reason	Maschinen Nr. / Equipment no.
1	258369	Product 1	After 2 hours prodct1 is overheated	2000000 80000001	D / R	1234
1	0.52896	Product 2	Referring to the telefon call with M. Test, Dep. Service we request for a replacement part	20000006	A / U	

Return Shipment – How to do it

1 st step:

Download the return shipment document and fill in. Therefore, mark with a cross the condition of goods, the reason for the return shipment and fill in the requirement fields in the table as quantity; item no, product name, error description, related order/shipment, condition and reason.



Return shipment.pdf



Return shipment.doc

2nd step:

Put the completed form into the package.

3 rd step:

Dispatch the consignment, in consideration of our shipping regulations.