

SAMPLE RETURNS

A sample return was already marked as such in the order confirmation as follows:

Purchase with return option:

Trial period: Within the payment period listed below.

Products are new devices: Return only in as-new condition and in the original packaging

15% restocking fee will be charged for return shipment

Import fees, customs duties or return shipping costs are not covered by us.

Prerequisites:

Each return shipment must be accompanied by the completed products receipt slip.

You can find this online at

<https://www.led2work.com/en/support/service-and-support-information/returns>

In the case of returned products which are sent back to us without a consignment bill and which cannot be clearly allocated, we reserve the right to return the products carriage forward.

We accept returns in principle only under the following conditions:

1. the products are original packaging in original condition (new), undamaged and ready for sale. In addition, the products have not yet been installed.
2. the products are stocked by us, are not custom-made and are a part of the current delivery program of LED2WORK GmbH.
3. the date of delivery is not more than 6 weeks ago.

Our products are packed without Styrofoam inserts due to environmental considerations. The lights are lashed in a stretch film packaging, which must be destroyed when the product is inspected. In the case of a return shipment, it must be ensured that a secure and transportable fixation is used. If the product is damaged during the return transport due to insufficient fixation, no credit note is possible

All returns of products must generally be made "free domicile" or DAP Pforzheim, otherwise we reserve the right to refuse acceptance.

CREDIT NOTES FOR SAMPLE RETURNS

Credit notes will be issued taking into account the price invoiced in each case and any cash discount deducted, as well as any other concessions on payment of the invoice.

There will be no refund of shipping costs, and a processing fee will be charged per transaction. The maximum amount of credit is 85% of the net value of the products (**minimum processing fee 40.00 EUR**) per return/transaction.

Depending on the condition of the products (for possible reconditioning, repainting, etc.), we will also deduct the costs incurred from the credit note or charge them subsequently.

The freight and customs costs incurred by us and / or other expenses will be deducted or recalculated in the credit note.

RETURNED PRODUCTS

A return requires in principle a release with written consent of LED2WORK GmbH. Custom-made products are excluded from return and exchange.

Requirements:

Each return shipment must be accompanied by the completed products receipt slip.

You can find this online at

<https://www.led2work.com/en/support/service-and-support-information/returns>

In the case of returned products which are sent back to us without a release or products accompanying bill and which cannot be clearly allocated, we reserve the right to return the products carriage forward.

We accept returns in principle only under the following conditions:

1. the products are original packaging in original condition (new), undamaged and ready for sale. In addition, the products have not yet been installed.
2. the products are stocked by us, are not custom-made and are a part of the current delivery program of LED2WORK GmbH.
3. the date of delivery is not more than 6 weeks ago.
4. you have received an incorrect, damaged or defective item from LED2WORK.

Our products are packed without Styrofoam inserts due to environmental considerations. The lights are lashed in a stretch film packaging, which must be destroyed when the product is inspected. In the case of a return shipment, it must be ensured that a secure and transportable fixation is used. If the product is damaged during the return transport due to insufficient fixation, no credit note is possible.

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