

COMPLAINT / REQUEST FOR RETURN

Dear customers,

Th. Geyer always tries to execute your order quickly and correctly. Should our delivery cause reason for complaint, or is there a mistake in your order, we kindly ask you to **complete this form** to assure a fast and efficient processing.

Important: We only accept returns which we initiated ourselves. Return only in transport-safe packaging! We cannot be held liable for damage resulting from insufficient packaging during return transport.

Please send the completed form via e-mail to your contact person or to **sales@thgeyer.de**

Company / University

Contact person

Customer no.

Address

E-Mail

Telephone no.

Delivery note no.

Date

Reason for complaint / return (please tick only one):

☐ Wrong delivery

☐ Wrong order

☐ Quality complaint (please see page 2)

Description

Art. no.	Product description	Lot, batch or serial no.	Quantity

Important: Always state the *lot, batch or serial no.* in case of a wrong order or a quality complaint.

When did you notice the reason for the complaint:

☐ Directly upon delivery

☐ After receiving the delivery

☐ When first opened

☐ After opening for the first time

(Please indicate the exact number of days/weeks/months)

(Please indicate the exact number of days/weeks/months)

→ Please note page 2!

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QUALITY COMPLAINT

Exact description of the reason for the complaint (if applicable incl. description of the method):

Malfunction occurred when used with the following items (if applicable for chemicals specify CAS No. and concentration or for example leakage in consumables):

Please substantiate your quality complaint with photos and/or measurement results attached to the e-mail containing this complaint form to your contact person or to sales@thgeyer.de

SUBMIT FORM