

Return slip – EU member states

ZCC Cutting Tools Europe GmbH Customer Service Wanheimer Str. 57 40472 Düsseldorf	Date:
	Customer no.:
	Contact:
	Phone no.:
	E-mail:
	Invoice/delivery note no.: (if unknown: delivery date)

5 steps for a smooth process:

1. Returns from all EU member states need to be returned to the **ZCC-CT European Headquarter** in Düsseldorf, Germany.
2. Enclose the **return slip** along with the copy of the **shipping note or invoice** in the package.
3. Please indicate the **reason** why you are returning the item(s) and/or provide a description of the defect on the return slip.
4. If you are returning items for technical reasons, please enclose a **test report and the used tools**.
5. Please affix the **proper amount of postage** to ensure coverage of return shipment cost, unless other arrangements have been confirmed by your contact person at ZCC-CT.

Quantity	Article no.	Defect description
Remarks:		

Reason for return:

- Order error
 Delivery error
 Double delivery
 Technical reasons during utilisation
 Other

Details:

Remarks: In case returned goods turn out to be error-free or supposed defects cannot be retraced due to missing, incomplete or vague test reports, a charge of 15% of value of goods, minimum €15 applies (please refer to our Terms & Conditions, §8). Thank you in advance for your appreciation.

A credit note may be granted, provided that ...

1. **products returned are unused and in their original state (exception: technical complaint).**
2. **accessories are complete and included in the shipment (i.e. screws, wrenches, lubes etc.).**
3. **packaging has not been opened (exception: technical complaint).**
4. **packaging and labelling are undamaged and complete, no re-labelling done.**
5. **the detailed test report and all utilised tools are included in the return shipment (for technical complaints).**