REGISTRATION PRODUCT INSPECTION

Please send this form, fully completed and signed, to repair@fhb.de for processing.

Contributor

Company/Name: _____

Street: _____

Postcode, town: _____

Contact person: _____

Email: _____

Alternative collection address

Company/Name: _____

Street: _____

Postcode, town: _____

Contact person: _____

Email: _____

Alternative delivery address

Company/Name: _____

Street: _____

Postcode, town: _____

☐ For items, please see the attached delivery note (items do not need to be listed on the form) Number of parcels: _____ Internal reference number: _____

Article	Colour	Size	Quantity	Reason for the complaint (please describe the item and the fault to be investigated in detail)

Please note:
We only accept items that have been cleaned or washed. Shoes must be disinfected beforehand. We will return any uncleaned items to you without processing them, and will charge a processing/handling fee. The only grounds for a complaint are defects in the material and manufacturing faults. **Please send this fully completed and signed form for processing to repair@fhb.de. You will shortly receive a return confirmation. Please enclose this with the parcel.** Unfortunately, we cannot process consignments without an enclosed return confirmation and will return them unprocessed, subject to a flat-rate processing/handling fee, to the sender. The parcel service provider UPS will collect the parcels registered for collection from you within the next 1–2 working days. For each registered parcel, the UPS courier will bring a pre-printed parcel label. Unfortunately, it is not possible to return more parcels than the number registered in advance. Only the confirmed items may be returned. We aim to process your return quickly and reliably. For this reason, and due to operational requirements, it is not possible for you to send items directly to our sites.
If soiling or damage to one or more items is found to have been caused by transport damage, please contact our in-house customer service team for further instructions.

☐ We hereby accept the stated returns policy.

Date _____ Surname, first name _____ Signature: _____