



Wilbers
Performance Suspension

Wilbers Products GmbH

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Return / Claim Form

Ticket-Nr.:		<input type="text"/>	→ <i>You need a ticket number to return the product. Please request this at technik@wilbers.de</i>	
Name:		<input type="text"/>	Customer number:	
Contact person:		<input type="text"/>	Phone:	
Street:		<input type="text"/>	E-Mail:	
Zip Code:	<input type="text"/>	Place:	<input type="text"/>	VAT number, if available:
Delivered with invoice Nr.		<input type="text"/>	date:	
Part number:		<input type="text"/>	Description:	
Part number:		<input type="text"/>	Description:	
Vehicle manufacturer:		<input type="text"/>	Model:	
Vehicle type key.:		<input type="text"/>	Year of construction:	
The item was:		damaged <input type="checkbox"/>	wrongly delivered <input type="checkbox"/>	wrongly ordered <input type="checkbox"/>
other:		<input type="text"/>		
Short description of the facts if applicable:		<input type="text"/>		
Please note:		<input type="checkbox"/> Exchange item	<input type="checkbox"/> Service item	
		<input type="checkbox"/> Credit item →	Credit information:	IBAN <input type="text"/>
				BIC <input type="text"/>

ATTENTION! Please note the following remarks of our general terms and conditions:

- Return labels can be requested at technik@wilbers.de
- Always address the return shipment to the place of purchase.
- Please send the parts back carefully packed and therefore safe for transportation.
- The legal right of revocation applies for end customers. We reserve the right to calculate 10 % handling fee after the revocation period has expired. Resellers are excluded from returning parts acc. to general terms and conditions.
- In case you send back wares from a third country you have to contact your responsible customs officer for the customs regulation or contact us directly. In case that custom fees apply, we will invoice them to you. The applying fees are to be paid by the sender.
- Refund within 14 days after receipt of the goods/return. Reimbursement is made based on original means of payment.

Excluded from reconsignment are

- damaged items
- used items
- individually custom-built products, see also GTC/right of withdrawal.

Your return shipment can unfortunately not be processed without this form and a copy of the invoice.

With best regards
your Wilbers Products Team