

Date: / 20

CONDITIONS OF RETURN

Incorrectly delivered or incorrectly ordered goods must be returned to Vallox as soon as possible. The buyer must agree on the return with Vallox Oy. A customer return form must always be filled out and sent along with the returned goods. Enclosing the customer return form with the items ensures the correct processing of the goods.

All returns must be addressed to:

Vallox Oy
Myllykyläntie 9–11
32200 Loimaa, Finland

You will get the Kaukokiito/Mat-
kahuolto or Posti customer re-
turn code from the Vallox seller

NOTE!
The return is
identified based
on the
information
of this form.
Fill out the form
carefully!

HOW TO RETURN A PRODUCT

1. Fill out all the fields of the form.
2. Pack the items to be returned in the box in which the replacement product or the original product was delivered and protect the product **carefully** against mechanical shocks.
3. Include the following in the package:
 - the filled-out return form **AND**
 - the delivery note of the original or replacement product (or a copy of it).
4. Deliver the product to Vallox in the manner agreed on with Vallox sales.
5. We will inspect the condition of the returned product. If we cannot find the error claimed or if the product has been damaged due to the customer's operations, we will invoice the customer for the product.

To be filled in by the customer

Customer details

Name

Address

Postal code and city

Phone number

Email address

A more detailed description of the return

Return reason

☐ failed component ☐ incorrect product delivered ☐ incorrect product ordered ☐ other, please specify

To be filled in by Vallox

Factory inspection

☐ visual inspection ☐ testing ☐ replacement of box materials

Actions taken
