

## REQUEST FOR RETURN | BELGIUM/LUXEMBURG/EXPORT



### A. Return goods to

|  |                      |
|--|----------------------|
| <input type="checkbox"/> Linum Europe NV | <input type="text"/> |
| <input type="checkbox"/> Plastibac NV    | <input type="text"/> |
| <input type="checkbox"/> Prihoda NV      | <input type="text"/> |
| <input type="checkbox"/> Fermod NV       | <input type="text"/> |

Date

### B. Customer details

|                 |                      |                                  |
|-----------------|----------------------|----------------------------------|
| Customer no.    | <input type="text"/> | (see on our invoice)             |
| Company         | <input type="text"/> |                                  |
| Contact         | <input type="text"/> |                                  |
| Street          | <input type="text"/> |                                  |
| No./Bus         | <input type="text"/> | Postal code <input type="text"/> |
| Location        | <input type="text"/> | Cntry <input type="text"/>       |
| Phone / mobile  | <input type="text"/> |                                  |
| Email address * | <input type="text"/> |                                  |

(\* indispensable to be able to send you our return slip)

### C. Reason

- C1. Return due to incorrect purchase by customer
- C2. Return due to incorrect delivery by Linum Group
- C3. Return due to transport damage upon delivery \*\*
- C4. Return for quality control \*\*\*
- C5. Return for repair

(\*\*): subject to reservation stated on CMR/DN upon receipt of the articles or by justified declaration within the permitted period. See acceptability)

### D. Items returned

| Number               | Item no. or SKU code | Invoice/Order conf. no. |
|----------------------|----------------------|-------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/>    |
| <input type="text"/> | <input type="text"/> | <input type="text"/>    |
| <input type="text"/> | <input type="text"/> | <input type="text"/>    |
| <input type="text"/> | <input type="text"/> | <input type="text"/>    |

### E. Notes (\*\*\*: serial number, ...)

Box for Linum Group  
Return confirmation no.:

### Return conditions

In order to initiate a return request, you must always complete this form in full and enclose the invoice/order confirmation as indicated under point D. A return is only possible after our approval and the receipt of a return slip from us.

#### Conditions depending on the reason for return (point C) :

**C1.** In the event of an incorrect purchase, your return request must be made within 10 working days of the delivery date. Any return following an incorrect purchase automatically implies a minimum refund reduction of 20% of the net invoiced value of the item with a minimum of 20€, excluding VAT. The product must be returned in its original packaging, protected and complete, in perfect condition for resale. We reserve the right to increase the refund reduction rate in case of:

- missing parts, instructions for use or films
- damaged/torn original packaging
- adhesive tape, stickers, writing on the packaging
- dirt, stains or scratches on the product

All shipping costs related to C1 are to be paid by the customer (incl. original shipment).

**C2/C3.** In the event of a return request due to incorrect delivery by Linum Group or due to proven transport damage upon delivery, the goods will be taken back by our services.

**C4/C5.** If a product is returned for a quality control or for repair, we will examine it and, if necessary, return it to the manufacturer. For repairs, a quotation will always be drawn up first and the customer's agreement will be requested. All transport and relocation costs related to returns for quality control or repair are for the customer's account.

#### Important:

Please note that returns of items that have been custom-made, personalised or specially purchased at the customer's request will never be accepted. For all other conditions and the retention of title clause, please refer to our general terms and conditions of sale available on our websites.

### Return address

The return address will be communicated to you by us at the time of any approval of your return request.

### Questions ?

Contact us. Monday to Friday: 08:30 / 17:00.  
Phone: +32 (0)56 35 92 94 - Email: info@linum.eu

