

**RETURN FORM / RMA no.** \_\_\_\_\_ **(request an RMA no. BEFORE returning goods!!! By fax to +49 7023 9001323 or by e-mail to sales@proglass.de)**

The RMA process (RMA = Return Merchandise Authorization) allows the fast and error-free handling of all kind of returns. Therefore please fill in this form as complete as possible in mutual interest.

**Return address:**

ProGlass GmbH  
Michael-Becker-Str. 2  
73235 Weilheim

**Please note that we generally do not accept freight forward sendings!**

**Sender information:**

Customer account no.:

Name / Company:

Street / No.:

Postal Code / City:

Phone:

E-Mail:

**Items for return:**

Invoice No.:

Item Description:

Item No.:

Invoice date:

Serial number:

Quantity:

**Reason for return :**

wrong order

don't like

article incomplete

wrong delivery

damaged (detailed description)

other reason

**Detailed** description of damages or other reason:

**We request:**

credit note

replacement delivery

repair

cost estimation

**Check list for returns:**

- **Please transmit the filled in return form by fax or e-mail to request for a RMA number. Write the RMA number in the field at the top of this form and be sure to enclose it with your return shipment! An incomplete description or a missing RMA number makes it more difficult to assign/handle your return and therefore will always cause a longer processing time!**
- Items returned for credit must be packed properly in the original pre-post packaging including all originally contained accessories. For return shipment please use an adequate shipping package (**the pre-post packaging is not a shipping package!!!**). Inscribed, labeled or pasted products/packagings, as well as used or otherwise not re-saleable items will not be credited.
- All return shipments must be effected as a free delivery. Our intake will **not accept any freight forward sendings!**
- Special orders and replacement parts are excluded from return.
- Products with limited shelf life may not be subject to return, as well as all products which have been purchased more than 3 months ago.
- All returns are subject to a general restocking fee of 15% of the net value of goods.

With my signature I accept the [General Terms And Conditions](#) as well as the here mentioned terms for returns of ProGlass GmbH.

Date \_\_\_\_\_

Signature \_\_\_\_\_