



*Dear customer,*

## Return to itenga GmbH

Please use the following form, if you want to send back an item in case of dissatisfaction or wrong order.

If you got a defect or wrong item, please contact our customer service [info@itenga.de](mailto:info@itenga.de) before return.

We will find a **fast solution for your problem**. If a Return is necessary you will get a return label

If you wish the item(s) to be exchanged, please order a replacement item.  
For the returned items you will be refunded immediately.

### Return process

1. **Fill the return form completely and attach it to the return**
2. **Package the item(s) accordingly**  
Please pay attention that the items are 100% complete and if possible that they are still in their original packing. Furthermore the items must be protected sufficiently against possible damages in transit.

We would like to point, that in case there are traces of usage on the items, we are authorized to bring the decrease of value to account.

**Please pay attention to the indications in our cancellation terms and conditions.**

3. **Stamp the parcel sufficiently**  
Charges of return are for your account following the right of withdrawal.

### Return address

Itenga GmbH, Retoure  
Am Umspannwerk 2  
66557 Illingen  
Germany

**!** Important: **DON'T SEND** not prepaid. Not prepaid reconsignments cannot be accepted and will be send back to you automatically.

Many thanks and kind regards from Illingen.

*Your itenga-Team*





itenga GmbH · Am Umspannwerk 2 · 66557 Illingen

Delivery address

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## Return note repair / guarantee

**Dear Customer,**

please always put a return note to every return consignment. If the return note is missing, it can take more time to handle your request than normally.

Thanks for your help!

*Your itenga-Team*

### Reason for return

- Revocation** You will receive a refund for the costs of the goods as soon as we receive your return consignment.
- Complaint** Please add a description of the defect.
- I prefer a refund of the price of the goods
- I prefer a replacement delivery

Invoice number

Customer ID

Date of purchase

Item number

Item description

Defect description

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**Return adress**

itenga GmbH · Am Umspannwerk 2 · D-66557 Illingen GERMANY  
Not prepaid return consignments will not be accepted!

