



Reclamation form / Request for return

December 2021

1. Fill-out the request

To be able to handle your reclamation/return efficiently and smoothly, we need exact information on kind and reason of the return. Many returns may be avoidable, if the cause of trouble can be discussed in advance by phone, as the product is not in every case defective. Please fill-out the form as complete as possible; particularly the reason of the return shipment should be explained as thoroughly as possible – if needed on an additional page.

Customer no.		Phone/fax:		
Name:				
Address:				
Part No.	Quantity	Description	Invoice No.	Invoice date

Reason of return	Detailed description of malfunction
<input type="checkbox"/> wrong/delivered too late	
<input type="checkbox"/> transport damage	
<input type="checkbox"/> part doesn't fit	
<input type="checkbox"/> malfunction	
<input type="checkbox"/> cancellation	
<input type="checkbox"/> other	
<input type="checkbox"/> case of warranty	

Warning: processing is only possible, if the product is complete and in original condition (not disassembled) and not used.

Vehicle data: (On which vehicle has the product been assembled on?)	
Manufacturer	
Year	
Model / Type	
VIN-Nr.	

2. Return of the form

Please send the completed form and pictures back to us either by fax, email or post. You can find the relevant data below. After we have processed everything, we will contact you immediately to clarify the further process.

3. Return the product

Please send together with the product this form and a copy of the invoice. We accept only free shipments in original packaging. On return shipments without warranty claim we charge a stocking fee of 15% of the value of the product.

Many thanks – your MIZU Team

Filled out by MIZU	Number given by/on:	Material in:	Claim justified:	Repl. Shipment on:
		Stocked by/on:	Stocking fees?	Warranty request by company:

Postal Address: MIZU GmbH, Weidgang 8-14, 78247 Hilzingen
Mail: info@mizu.de **Phone:** +49 (0) 7731 9067 0

Created by DZ 10.12.2021	Approved by MZ 10.12.2021	Version: 01/2021	Path: Z:\MIZU GmbH\Vorlagen\Reklamationsformular
--------------------------	---------------------------	------------------	--