

Guidance of returning goods

You will find the necessary form on our web page www.fischerpanda.de under the button "contact & service".

General conditions for the execution of returning goods:

- The form must be filled out at the computer and be sent away with the "SENDING" button. In addition a copy of the form must be attached to the return.
- The obligation fields **must** be filled out
- All remaining fields should be filled out for faster and simpler completion
- The table **must** contain data concerning the quantity, article number, article description, and the reason of the returning. In addition the number of the supplied bill **must** be indicated for each article.
- The parts must be originally packed and may not be damaged
- The parts must be sent back to Fischer Panda at the latest 60 days after supply
- The parts must be sent back carriage free
- We reserve ourselves the right to charge you a restocking fee of 10 % of the merchandise value, at least however 30 Euros.
- Deviance: electrical parts (board, Inverter etc.) will be charged with 50€.

Besides Fischer Panda GmbH, also you will profit from the new form for the returning of goods/process cycle.

We expect the following advantages of the new system for you:

- faster and simpler completion of the procedure by fewer further inquiries
- faster credit note production for you
- better backtracking of the procedure for you