

Please fill out this form completely and add it to your shipment.

SENDER (Please populate in black letters)

Customer number		Trolley Model	
Company		Serial number	
Name, Surname		Different Return-to-Address	
Street, House no.			
ZIP Code, City			
Telephone			
E-Mail			
Fault description (please provide as many details as possible and add a copy of this document to your return slip): 			
Additional services required		<input type="checkbox"/> Global inspection or Wintercheck	<input type="checkbox"/> Battery check

IMPORTANT / RETURNING OF BATTERIES:

1. Check battery for damages of any kind before sending them in.
2. Ship undamaged batteries only in trolley-installed condition. To do this, place your battery in the battery compartment of your trolley, strap it down with the fastening strap and protect your battery plug against short circuits. Do not connect the battery plug to the trolley. Batteries of an insufficient safety level cannot be transported commercially.
3. Do not include additional, loose batteries in your consignment.
4. Please be informed that damaged batteries can be neither repaired nor returned.



THE BATTERY MAY ONLY BE SHIPPED IF:

1. There is NO damage to the battery casing (casing, cable or plug damaged, loose parts in the casing - shake and listen -, water damage known or visible, leaking electrolyte, white salt stains on the casing)
2. NO temperature changes are detectable (warmer than hand-warm, plastic parts charred or deformed)
3. NO odor is detectable (abnormal odor (electrolyte), smells of charred plastic or components)

Non-observance to these instructions may result in revocation of your entitlement to a return slip!

PLEASE NOTE:

- Test and service costs arise from the time of testing and troubleshooting, thus are part of the repair invoice.
- That we will carry out an order for an inspection or a winter check placed by you for faster repair processing as soon as a cost estimate is prepared and for this reason we cannot reverse the order. The items marked with Service are part of the flat rate indicated in the field "Inspection, service costs" and have already been carried out upon cost estimate availability.
- The fact that the contract for service orders is not concluded until our cost estimate has been sent. Our General Terms and Conditions of Business "AGB's Endverbraucher Service", which are available for you on our homepage www.ticad.de, are also applicable.
- If the repair costs are less than 100,-€, the repair will be carried out without prior sending of a cost estimate.
- Sender liable for false information.

Date/Signature Sender (please apply company stamp)