

RETURN FORM

Returns will only be processed with a fully completed form and a copy of the original invoice or delivery note (from the wholesaler)!
If the complaint is not made through a wholesaler, please enclose the invoice from the wholesaler.
In order to process your request as quickly as possible, please send us the return form in advance.

Sample return
Other return
Defect

Please send it together to the DOTLUX GmbH address below.

YOUR INFORMATION

Your DOTLUX customer number*:

Order number:

Invoice number:

Serial/batch number*:

8-digit number on the product label at the top left, above the product name.

* **Mandatory fields**

Date:

Company:

Contact person:

Phone no. for inquiries:

Email:

Delivery address:

COMPLAINT

Item	Quantity	Reason ¹	Error description (No processing without error description)	Operating hours/day	Scope of application	Circuit by ²

¹ Reasons

- | | |
|-----------------------------------|--|
| 1 Does not correspond to the idea | 8 Deviating housing colour |
| 2 Transport damage | 9 Luminaire flickers |
| 3 Sample returned | 10 Dimming problems |
| 4 Delivered twice | 11 Power supply unit defective |
| 5 Wrong order | 12 Article defective (start-up not possible) |
| 6 Wrong delivery | 13 Other reasons (please explain) |
| 7 Delivery incomplete | |

ADDITIONAL INFORMATION (optional)

² Circuit by

Light switch (on/off), motion sensor, twilight switch, dimmer, time switch,
Emergency power system, others

Note: You have a 14-day return policy. If you return the goods after this period, we charge a storage fee of 20% of the net value of the goods. After a return of 3 months, a storage fee of 50% of the net value of the goods will be charged. A return after 6 months is excluded. The goods must be in their original packaging. If this is not the case, a packaging lump sum of 15 % of the net value of the goods will be charged.