

HANDLING OF RECLAMATION

Dear customer,

our highest priority is customer satisfaction. If, despite our strict IHQ quality guidelines, you discover any deficiencies in your Intenso product, then in addition to your legal guarantee rights, Intenso International GmbH (guarantor) grants you a voluntarily, two-year guarantee for this product in accordance with the following conditions: Intenso International GmbH guarantees that the product is free of material and manufacturing defects if the product is used in accordance with the operating manual.

Where guarantee claims are made Intenso International GmbH will issue a corresponding credit note. Intenso International GmbH does not commit to any services that go above and beyond this, for example compensation for damages or expenses. The guarantee does not constitute liability on the part of Intenso International GmbH for the loss of data. The guarantee applies for two years after purchase by the end consumer and buyer (guarantee period). The sales receipt must be kept and a copy submitted to determine the guarantee period. The guarantee services are available to you in the countries of the European Economic Area (EEA) as well as in Switzerland (territorial scope). Guarantee claims are excluded in the following cases:

- failure to observe the operating manual
- wear of parts that wear out over the course of time, such as batteries for example
- misuse or improper handling, installation or use
- vibrations or electrostatic discharge of the product, the effects of heat or moisture on the product that are outside the product specifications
- damage, scratches or wear
- unauthorised changes, opening the housing, interventions or repairs
- damage from other devices, force majeure or transport

For smooth processing in a guarantee claim (complaint), we ask you to observe the following points:

1. Request an RMA number for the return shipment (Intenso return document). It can be obtained on the homepage, by e-mail or via the service hotline.

Contact:

Email (technical support):	support@intenso-international.de
Email (RMA number):	rma@intenso-international.de
Internet:	www.intenso-international.de
Service Hotline:	+49 (0) 4441 – 999 111 (weekdays 9am – 4.30 pm)

2. After a review and release, you will receive the corresponding Intenso return document within three workdays (by e-mail or fax). This document is valid for 14 days and authorises you to send the product back. We do not grant any entitlements by accepting the product. They only come about after completion of a final assessment of the complaint.
3. The credit note will be for the most recently invoiced price. In cases where the purchase date lies more than 6 months in the past, the current list price will be used for your credit note. We do not correct faults or provide replacement items.
4. **Important: Pack the product including the copy of the sales receipt and all the accessories in a way that is safe to transport. The RMA number must be clearly visible on the package. The package must have sufficient postage. Intenso International GmbH only accepts return shipments that comply with all these conditions.**
5. A return shipment of foreign articles that were sent in by mistake is not possible.
6. The processing time for complaints can be up to four weeks.

7. Please send the package to the following address of the guarantor:
INTENSO INTERNATIONAL GMBH | Service Center (*your RMA number*)
Kopernikusstraße 12-14 | D-49377 Vechta

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PERSONAL DATA

Company *)

Contact person

Customer No.

Purchasing Association ¹⁾

Street *) / No.

Postal code *) / City

Country *)

Phone

Fax

E-Mail *)

PRODUCT DETAILS

Reason for return
of the goods:

1 = Wrong delivery 2 = Wrong order 3 = Goods defect

	Article no. / EAN ²⁾	Product information (name, colour, capacity)	Reason for return	Quantity
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- 1) = Name of purchasing association from which products were procured.
2) = Specification of Intenso article no. or EAN

Please send the completed document to the above mentioned
E-Mail-address or Fax no. *) = Mandatory field

send via E-Mail