

Claim Process Invento

Dear Sir or Madam,

In order to process your claim as fast and effective as possible, please follow these instructions:

Delivery problem (under delivery, over delivery, wrong delivery)

- Please check if all boxes have been delivered (the UPS sticker tells you the amount of boxes)
- Please inform us about the delivery problem immediately after receipt
- We need the following data to process your claim
 - o Invoice or delivery note number
 - o Item Code
 - o Description
 - o Quantity
- Under delivery: Please let us know whether you like us to send you the missing goods or receive a credit note
- Over delivery: Please let us know whether you like to keep or return the goods
- Wrong delivery: Please let us know whether you like to keep or return the goods

Defective products

- Please notify us by fax or email with the following information. Please always use the return receipt on the next page
 - o Item code
 - o Description
 - o Quantity
 - o Reason for claim
- In return, we will inform you how to handle your claim
- There are basically three options:
 1. Defective products are being destroyed by you and replaced or credited by us
 2. Defective products are being requested for inspection and replaced or credited by us
 3. Defective products are being requested for inspection, repaired and returned to you

What needs to be in the box with the returned goods?

- Please always include the **Return Receipt** on the follow page. Without claim form, your returned goods cannot be processed
- For Sportkites and Powerkites, always include the **„Claim Form Sportkites_Powerkites“**
- Upon receipt of the returned goods, we will contact you about the settlement of your claim
- **Attention, please note:**
 - o Unrequested returned goods cannot be processed
 - o Collect shipments will be refused