



Return Material Authorization (RMA)

If you need to return goods delivered by us, please send this cover letter filled out to speed up the processing. Please **contact us** by phone or email **in advance** to get a RMA number. Often we can solve many cases straightforward and faster than if the products are sent back without notification. Thank you.

If you need to send a product back to us, please send the parcels **always post-paid**, otherwise the acceptance of the shipment will be refused.

Return address:

Lieske-Elektronik e.K.
RMA [number]
Reutener Str. 10
79279 Voerstetten, Germany

Date:

Name:

Address:

Customer Number:

Invoice Nummer:

Article Number(s):

Reason of return:

**Further description of the reason
for return and RMA number:**

Please write the RMA number onto the
parcel so that it has a good visibility!

IBAN (if refund):

BIC:

Bank:

Account holder:



To be filled by Lieske-Elektronik:	
Article(s) checked:	
Accounting dept.:	

Further information on returns:

Warranty:

If an item you purchased from us is defective, either within or outside the warranty period, we won't let you down. We offer you the option of handling the repair or replacement directly through the manufacturer. This approach offers the following advantages:

There is only one shipping route: directly to the manufacturer and back to you. This route is eliminated, and the waiting time is reduced by four to five days. It also benefits the environment. By contacting the manufacturer directly, you save yourself follow-up questions and therefore time, because the manufacturer receives the defect description directly from you.

The process is as follows:

You contact us, and we discuss the next steps with you. If you send the item back to the manufacturer, please let us know briefly by email so that we can reimburse you for the shipping costs. Please send us the receipt or send us a scan by email. We also need your bank details. Once you have received the repaired goods back, please also briefly inform us so that we can complete the process.

If a warranty claim occurs, you will not incur any shipping costs. If the claim is handled directly by us and not by the manufacturer, we will usually commission a shipping company to collect the warranty claim from you or send you a return slip. If you return the package yourself, please always do so "free of charge" and as an insured package. Shipments without postage paid or insufficiently stamped will generally not be accepted. We will reimburse shipping costs up to a maximum of €10.00.

Please send items without standard accessories. Caution: Be sure to remove any built-in or add-on parts not included in the scope of delivery before shipping! These parts may be lost and will not be replaced!

Other returns:

Please ensure that the shipment is sufficiently stamped; we can only accept these.

Items returned without authorization:

For inspections or goods returned without defects, we charge a service fee of EUR 50 per 30 minutes or part thereof, plus the shipping costs for the return shipment to you. If third parties (e.g., the manufacturer) charge us costs that are not covered by the warranty, we must pass these costs on to you. Return shipments will only be processed after we have received payment in advance for the incurred costs. Please note that we do not have a general right of return for the items listed on our website!