



information to the complaint process

Dear Customer,

we regret that you had an unfortunate experience with your order. Thank you for taking the time to point out the deficiencies to us, so we have the opportunity to react to grievances and, if necessary, to derive new measures from them.

Please understand that defective goods must always be complained about in writing (by email).

However, in order to be able to understand and correct the specific error, we need your help and some information.



Please understand that we can only process complaints with meaningful pictures, so we need detailed photographs of the damage and, please, a complete photograph of the product. We also need the invoice as a file attachment.

ON THE POINT:

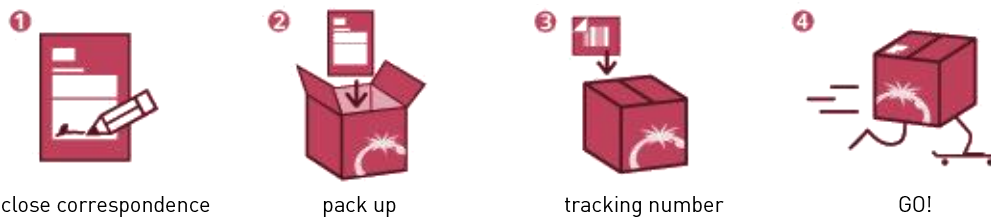
- Please fill out this form and send it by email or with the article.
- Please only use the email address rekla@f2.com!
- Email cannot be larger than 20MB
- All information must be filled!

Thank you very much!

As soon as we have received and checked all the required information from you via email as a PDF, we will automatically send you a transaction number by email. You can then give us this information if you have any questions about the process.

IM FALLE EINER RETOURE

If it is necessary to send us the product, we will inform you of this; then if possible in the **original packaging**. Or, if it can no longer be found, secure it in another **well-protected packaging suitable for transport** and dispatch so that no transport damage can occur.



- Please make a note of the number (tracking number) given on the return label under the barcode. You can use this number to follow the route of your return online and thus also check whether it has arrived with us..
- Keep the receipt that you received when you posted the parcel. If your package is lost, we need it for tracking
- We only take responsibility once the package has reached our warehouse

In the event of an unfounded complaint, we reserve the right to charge processing fees.

Please look after us for this unfortunately necessary effort and continue to place your trust in us and our products.

CONTACT

By contacting you, you agree that we may save and use your contact details for the duration of the complaint processing in order to be able to contact you if you have any questions. To ensure quality, we will contact you again for a voluntary satisfaction survey after the complaint has been processed. Your data will be completely deleted after 6 months.

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