

Returns and complaints



Before returning goods, please fill out this form completely and send it to the following e-mail address: service@gladen.com

When returning products, the completed RMA form must be enclosed.

Returns without an accompanying RMA form will delay RMA processing considerably.

We accept no liability whatsoever for transport damage caused by inadequate packaging of the goods. The RMA number must be documented on the outer packaging.

The original packaging must not be damaged, taped or labeled.

Incomplete goods for credit cannot be credited in full, e.g.: missing packaging, connection cable, etc.

If the defective goods are not returned to us within 2 weeks, we will charge the advance compensation! If there is no warranty case, we will charge the advance compensation

GLADEN RMA no.: **Date**

You will receive the RMA number from Gladen after processing the completed RMA form

Customer data:

Company

In case of queries

Address

Customer number

Phone no.

E-Mail

Items to be returned:

Quantity	Item no.	invoice number	Reason for return	You would like*

*You would like: a) Cost estimate b) Repair

Error description

Article	Error

Date

Signature