

## RETURN OF GOODS FORM

### Personal information :

Name : \_\_\_\_\_

Street : \_\_\_\_\_

First name : \_\_\_\_\_

Postal code : \_\_\_\_\_

E-Mail : \_\_\_\_\_

City : \_\_\_\_\_

Phone : \_\_\_\_\_

Country : \_\_\_\_\_

### You want to return :

Music box / Automaton

Musical movement

Pocket Watch

Singing bird

Other item : \_\_\_\_\_

Reference number : \_\_\_\_\_

Serial number : \_\_\_\_\_

Other information : \_\_\_\_\_

### For which reason would you like to return the piece? (Please circle corresponding justification)

A: Defective product (for products with valid warranty period only)

B: Wrong product

C: Goods not ordered

D: Request for repair (for goods no longer under warranty)

E: Damaged product

F: Other (Please specify) \_\_\_\_\_

If you have chosen "D" :

Do you want a repair quotation (CHF 150.00) ? <sup>1\*</sup>

Yes

No

For D and E: Problem description (add photos if you have):

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<sup>1\*</sup> The cost for preparing the quotation is CHF 150.00. If it is accepted, its cost will be deducted from the repair costs. If the quotation is rejected, the amount will be invoiced in addition to the cost of return.

Please send the product and certificate of warranty to:

Reuge SA  
After Sales Service  
Quartier du Progrès 37  
CH-1450 Sainte-Croix  
SWITZERLAND

For customs clearance, please specify to the carrier the reason for the return (return to origin, return for repair etc...) and provide the following mandatory information:

- **VAT Number : CHE-105.946.735**
- **VAT authorization number: 861**
- **Custom number : 5252-2**

Please note that:

- All costs related to transport are at your expense.
- You are responsible for the returned products until they are received by Reuge. Also, in your own interest, we advise you to pack the product properly to prevent any damage during transport and we also recommend using a secure shipping method (registered or special delivery).
- We advise you to take pictures of the goods before sending the package in case there is a problem with the transport.
- For articles under warranty, the merchandise must be packaged in its original packaging with all accessories included.

Should you require any further information, do not hesitate to contact us at [adv@reuge.ch](mailto:adv@reuge.ch).

Please data and sign the form:

Date : \_\_\_\_\_

Signature : \_\_\_\_\_